

# TOUGH TIMES HANDBOOK 2017



When you don't know where to turn...





## WHAT IS 211?



# When you don't know where to turn...dial 2-1-1.

عندما كنت لا تعرف إلى أين تتجه  
... اطلب 1-1-2.

*Quand vous ne savez pas où chercher de l'aide...composez le 2-1-1.*

*Cuando no sepa a dónde acudir ... marque 2-1-1.*

### TELL US WHAT YOU THINK OF THE 2017 TOUGH TIMES HANDBOOK?

*Was it helpful? Could it be more helpful?*

Complete our online survey at [edmonton.cmha.ca](http://edmonton.cmha.ca).

Your feedback helps us continue to provide a resource that is easy-to-understand and useful to individuals and service providers.

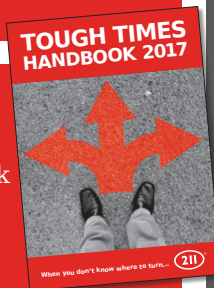
We appreciate all responses!

### GET THE 211 TOUGH TIMES HANDBOOK IN YOUR OFFICE!

The 2017 Tough Times Handbook is available for \$1.50/copy.

All proceeds go directly to support our 24 hour programs.

Go online to [edmonton.cmha.ca](http://edmonton.cmha.ca) to order yours today or call 780-414-6300.



### WHAT IS 211?

- An information and referral service connecting you to thousands of community, social, and government resources.
- 24/7
- Offered in over 170 languages
- TTY service available
- Free service
- Confidential

### HOW TO CONTACT 211?

Dial 2-1-1 within Edmonton

Dial 780-482-INFO (4636) outside of Edmonton

Dial 780-482-7273 for TTY

Email [info@211Edmonton.com](mailto:info@211Edmonton.com)

Visit [edmonton.cmha.ca](http://edmonton.cmha.ca)

### HOW IS 211 DIFFERENT FROM 311, 411, 511, 811, OR 911?

**211** is a community information and referral line that connects you to a full range of community, social, and government resources within the Edmonton area.

**311** provides you with access to the programs, services, and municipal information of the City of Edmonton

**411** offers access to telephone directory listings. (Fees may apply)

**511** offers information on road conditions throughout Alberta.

**811** provides nurse advice and general health information.

**911** is an emergency number for medical, fire, and police emergencies.

### BE INCLUDED IN OUR DATABASE

*Want to include your organization in the 211 database at no cost?*

*Have new or changed information about the programs your organization offers?*

The 211 Community Resource Department is here to help. Call our team at 780-392-8722 or email us directly at [database@ab.211.ca](mailto:database@ab.211.ca).

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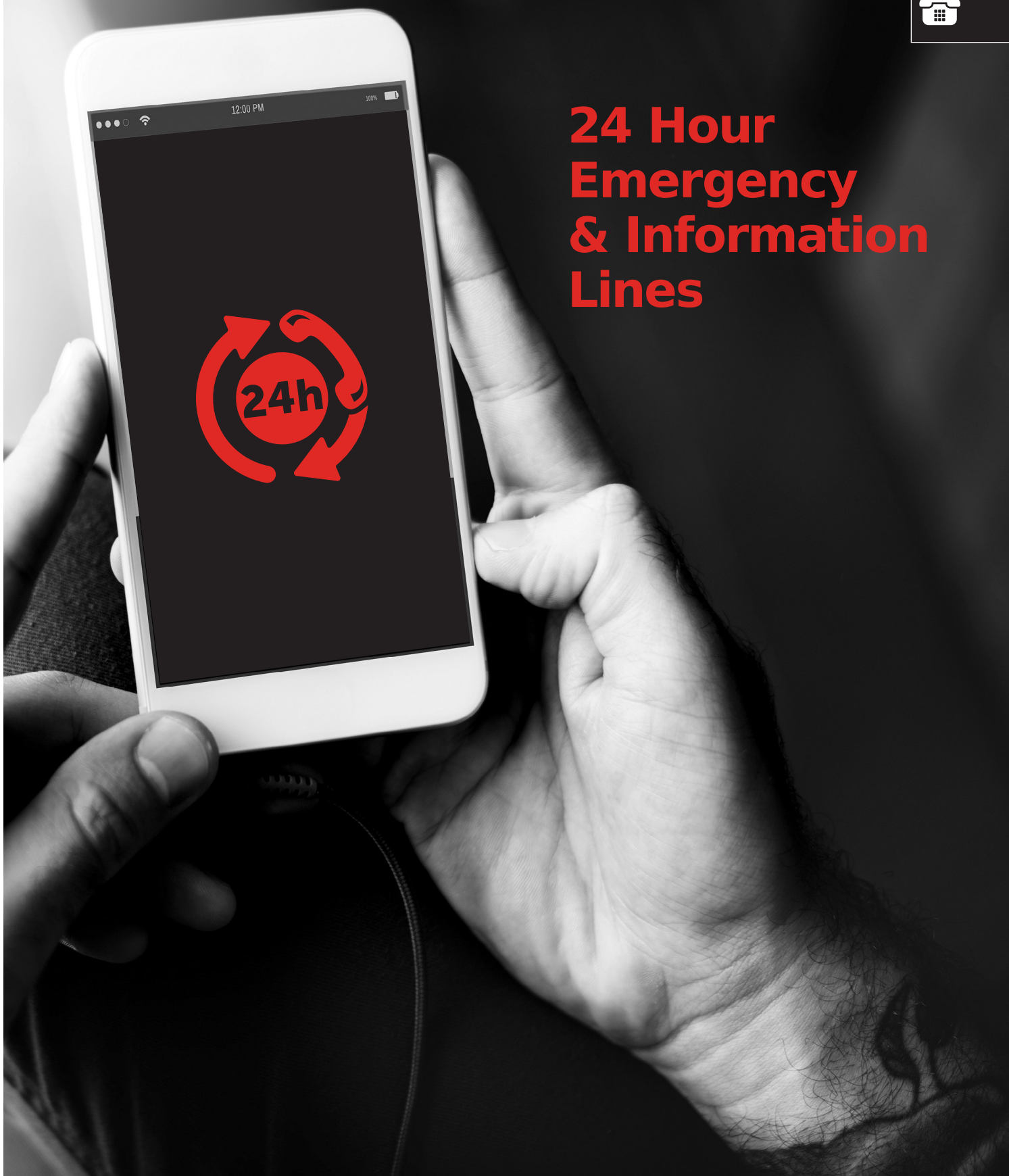
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# 24 Hour Emergency & Information Lines



## 24 HOUR EMERGENCY & INFORMATION LINES



### 24 HOUR EMERGENCY & INFORMATION LINES

**Emergency (Police/Ambulance/Fire)** ..... 9-1-1

#### 211 Community Resource

Information Line ..... 2-1-1  
• Outside Edmonton..... 780-482-INFO (4636)

**City of Edmonton** (transit schedules/  
recreation/city services) ..... 3-1-1

**Police Switchboard/Inquiries** ..780-421-3333  
• Non-Emergency Dispatch ..... 780-423-4567  
or  
• From a mobile phone ..... #377

#### Public Utilities Emergency

- EPCOR (power and traffic signal outages/  
downed power lines) ..... 780-412-4500
- EPCOR (water outages/water main breaks/  
water quality concerns) ..... 780-412-6800
- ATCO Gas (gas leaks) ..... 780-420-5585

#### Service Alberta

(Provincial Government) ..... 1-877-427-4088

#### Service Canada

(Federal Government) ..... 1-800-622-6232

#### Alberta Employment Standards

.....780-427-3731

**Career Information Hotline** .... 780-422-4266

**Family Violence Info Line** ..... 780-310-1818

#### Income Support Contact Centre

(AISH Emergency Benefits  
after hours) ..... 780-644-5135

#### Landlord & Tenant

**Advisory Board** ..... 780-496-5959

### INFORMATION LINES OUTSIDE OF EDMONTON (NON-24 HOUR)

#### Family & Community Support Services (FCSS)

- City of Leduc .....780-980-7109
- Leduc County ..... 780-979-2385
- Spruce Grove ..... 780-962-7618
- Stony Plain ..... 780-963-8583

#### St. Albert Community Information

**and Volunteer Centre** ..... 780-459-6666

#### Strathcona County Information &

**Volunteer Centre** ..... 780-464-4242

### 24 HOUR CRISIS LINES

#### Adult Community Urgent Services

**and Stabilization Team** .....780-342-7777

#### Alberta Health Services

- Addiction Helpline .....1-866-332-2322
- Poison and Drug Information Line  
(PADIS) ..... 1-800-332-1414
- Health Link Alberta ..... 8-1-1
- STI/HIV Information Line ..... 8-1-1

**Bullying Helpline** ..... 1-888-456-2323

**Distress Line** .....780-482-HELP (4357)

#### Sexual Assault Centre

**of Edmonton** ..... 780-423-4121

### CHILDREN, YOUTH, AND FAMILIES

**Bullying Helpline** ..... 1-888-456-2323

**Child Abuse Hotline** ...1-800-387-KIDS (5437)

#### Children's Mental Health

**Crisis Line** ..... 780-427-4491

**Kids Kottage** (crisis childcare) .. 780-944-2888

**Kids Help Phone** ..... 1-800-668-6868

#### Nexus Youth Shelter

**Program** ..... 780-468-7070

#### Peer Support Centre

(University of Alberta) .....780-492-HELP (4357)

### SENIORS

#### Elder Abuse Intervention Team

.....780-477-2929

**Seniors' Abuse Helpline** ..... 780-454-8888

**Sage Seniors Association** .....780-423-5510



**Want to call a provincial  
government phone number  
toll-free?**

Dial 310-0000 then the  
direct number.





**EDMONTON POLICE SERVICE**

**Locations**

<i>Calder Station</i>	
12540 132 Avenue .....	780-496-8535
<i>Downtown Division</i>	
9620 103A Avenue.....	780-421-2200
<i>McDougall Station</i>	
10620 107 Avenue .....	780-496-8611
<i>Namao Station</i>	
9641 167 Avenue .....	780-496-8542
<i>Northeast Division</i>	
14203 50 Street.....	780-426-8100
<i>Old Strathcona Station</i>	
7903 104 Street.....	780-496-8565
<i>Ottewell Station</i>	
9807 71 Street.....	780-496-8516
<i>Southeast Division</i>	
104 Youville Drive E (58 Street and 28 Avenue).....	780-426-8200
<i>Southwest Division</i>	
1351 Windermere Way .....	780-426-8300
<i>Summerlea Station</i>	
1059 West Edmonton Mall .....	780-496-8525
<i>West Division</i>	
16505 100 Avenue .....	780-426-8000

**VICTIM SERVICES UNITS**

Provides immediate crisis intervention and outreach support to victims of crime. Offers information on the justice system and on the status of police investigations upon request. Offers services to help prevent further victimization as appropriate.

<i>Downtown Division</i>	
9620 103A Avenue.....	780-421-2760
<i>Northeast Division</i>	
14203 50 Street.....	780-426-8160
<i>West Division</i>	
16505 100 Avenue .....	780-426-8060
<i>Southeast Division</i>	
104 Youville Drive E (58 Street and 28 Avenue).....	780-426-8263
<i>Southwest Division</i>	
1351 Windermere Way .....	780-426-8363

**Lost or Stolen ID**

Having your wallet or purse lost or stolen can be frustrating and inconvenient. Act quickly!

1. Report the loss to the police or RCMP in your area.
2. Call your bank and credit card companies to alert them that your cards are missing. They can freeze your accounts and issue you replacement cards.

**PASSPORT**

Lost or stolen passports must be reported to Passport Canada and Edmonton Police Service. An investigation into how and why your passport was lost must be done before it is replaced.

A replacement passport may be authorized, provided strict requirements are met:

- A completed application form signed by your guarantor.
- Two identical passport photos.
- The appropriate fee.
- Documentary proof of Canadian citizenship (citizenship card and birth certificate)
- A declaration concerning a lost or stolen Canadian document if the passport is still valid.

**DRIVER'S LICENCE**

You may apply for a replacement license at any registry office. Bring at least one piece of government issued photo identification and a birth or marriage certificate to provide your proof of identity.

If you cannot present enough identification to have a driver's license or ID card issued to you, you can also bring documents that show your current address and support your identity like bills or tax returns.

**SOCIAL INSURANCE NUMBER (SIN) CARD**

If your confirmation of SIN letter or SIN card was lost or stolen, you can find your SIN on your income tax return. You can also request a letter of confirmation of your SIN.

To make this request, bring required documentation for proof of identity and visit your nearest Service Canada location.

**OTHER IMPORTANT CARDS**

Your local registry office can also issue new birth certificates and health care card. Boyle Street Community Services maintains a free, secure bank for keeping your identity safe.



# Managing the Essentials





**BUDGETING & FINANCIAL SERVICES**

Everyone has the right to food, shelter, clothing, and health care, but not everyone has the ability to access these basic needs. If you find yourself in this situation, don't hide! Explain your situation to your creditors (landlord, credit card companies, utilities company, and bank) and see if you can work out a deal with terms that you can meet. Consider contacting an agency that can help with reducing debt, budgeting, or credit counselling.

**The Candora Society of Edmonton**

Women's Savings Group  
262, Abbottsfield Mall, 3210 118 Avenue

Offers women who have low income and live in northeast Edmonton an opportunity to learn more about budgeting, credit, banking, and other money matters..... Phone 780-474-5011

**Centre for Family Literacy**

11642 142 Street

Offers an 8 week financial literacy program for adults who would like to improve their basic math and money management skills. Various levels available including beginner, intermediate, advanced, and English language learners. .... Phone 780-421-7323

**Credit Counselling Society**

200, 10216 124 Street

Provides free and confidential credit counselling, assistance with budgeting, and reviewing options for debt. Also offers workshops and webinars on personal money management and budgeting skills..... Toll-free 1-888-527-8999

**Consolidated Credit Counselling Services of Canada Inc.**

3400, 10180 101 Street

Provides free credit counselling, budgeting assistance, assessments of debt repayment options, and a debt management program. .... Toll-free 1-800-656-4187

**The Elizabeth Fry Society of Edmonton**

Me and Money - Women's Financial Literacy  
10523 100 Avenue

Offers a 10 week workshop for women at risk of being criminalized or in contact with the legal system, to become financially sufficient through group and individual coaching sessions. Topics include budgeting, goal setting, credit repair, belief systems, and more. .... Phone 780-784-2203

**Institute for the Advancement of Aboriginal Women**

Empower U Financial Independence Training  
201, 10812 178 Street

Offers a money management and budgeting program for Aboriginal women to learn ways to budget, save, and work towards financial independence. Includes a matched savings component..... Phone 780-479-8195

**Money Mentors**

17010 103 Avenue

Educates Albertans on personal money management and provides alternatives for individuals and families facing financial crisis. Offers debt management programs, seminars, orderly payments of debts program, and personal money coaching..... Toll-free 1-888-294-0076

**YMCA of Northern Alberta**

Family Ties  
201, Boyle Street Plaza, 9538 103A Avenue

Assists families who have had long ties to social assistance and sporadic involvement in the workforce. Includes employment counselling, workshops, in-home support, time and money management courses, stress management courses, and more. .... Phone 780-426-9265



**Looking for information on seniors' pension and other benefits?**

See page 49.

## MANAGING THE ESSENTIALS

### FINANCIAL ASSISTANCE

Alberta Human Services may provide temporary financial assistance to those in need while they look for work or become employment-ready.



#### Alberta Human Services

Alberta Supports  
Centre ..... Toll-free 1-877-644-9992 (Intake)  
TTY (request transfer to Alberta Supports)  
• Standard ..... 780-427-9999  
• Toll-free ..... 1-800-232-7215  
Website..... [www.alberta.ca/alberta-supports](http://www.alberta.ca/alberta-supports)  
Client Reporting  
Card line ..... Toll-free 1-866-232-0214

#### Alberta Works Centres in Edmonton

*City Centre*  
10242 105 Street..... Phone 780-427-9674  
TTY 780-422-0790

*North*  
2050, Northgate Centre  
9499 137 Avenue ..... Phone 780-422-9440  
TTY 780-427-1544

*South*  
Argyll Centre  
6325 Gateway Boulevard .. Phone 780-644-2888  
TTY 780-427-1569

*West*  
200, Westcor Building  
12323 Stony Plain Road .... Phone 780-415-6500  
TTY 780-415-5874

#### Alberta Works Centres Surrounding Edmonton

*Leduc*  
4901 50 Avenue  
Phone..... 780-980-0557

*Sherwood Park*  
105, Tailor Made Business Centre  
85 Cranford Way ..... Phone 780-464-7000  
TTY 780-449-0712

*Spruce Grove (Parkland County)*  
200, Westgrove Professional Building  
131 1 Avenue ..... Phone 780-962-8681

*St. Albert*  
Provincial Building  
30 Sir Winston  
Churchill Avenue ..... Phone 780-419-3907



### Budgeting

To manage personal debt, you need to figure out where your money is going.

Start by tracking everything you spend for 30 days on a notepad. Include all your monthly expenses, debt payments, and savings amounts.

Use this information to build your spending plan.

For free courses on budgeting and paying down debt, visit [moneymentors.ca](http://moneymentors.ca) and click on “Resources”.

#### USING THE SPENDING PLAN FORM

Use the budget worksheet to help you figure out your budget:

Write down your Monthly Expenses; include everything! Add all the amounts to get your Total Monthly Expenses in box (1).

Write down your Monthly Net Income (what you take home each month after taxes). Add all the amounts to get your Total Income in box (2).

Write down your Annual (Yearly) Expenses. (Tip: If you make payments on something every 6 months, add the payments together for the annual amount). Add your Total Annual Expenses, then divide that total by 12 to get the amount paid each month in box (3).

Add the totals from box (1), and (3) to get your Total Monthly Expenses (4).

Subtract your Total Monthly Expenses (4), from your Total Monthly Income (2) to get your balance. (example: Total Income \$1500 - Total Expenses \$1450 = Monthly Balance of \$50).

If your monthly balance is a positive number, you could be saving money. If it's a negative number (less than zero), you're going into debt every month unless you can spend less.



# Spending Plan Form



Reprinted with permission from Money Mentors

**CLIENT NAME**

**DATE:**

MONTHLY EXPENSES	
<b>Housing</b>	rent/mortgage
	second mortgage
	insurance
	property taxes
maintenance, condo fees, other	
<b>Utilities</b>	power
	telephone
	water & sewer
	natural gas
internet/cable TV	
<b>Food</b>	
<b>Household Incidentals</b>	
<b>Transportation</b>	vehicle insurance
	gasoline, bus fare, parking
	vehicle loan/lease payment
	vehicle loan/lease payment
<b>Personal Allowances</b>	
<b>Medical Expenses</b>	
<b>Recreation</b>	
<b>Life Insurance</b>	
<b>Personal Loans</b>	
<b>Contributions and Donations</b>	
<b>Credit Card Payments</b>	
<b>Other</b> (Child support, daycare, pets)	
<b>TOTAL MONTHLY EXPENSES (1)</b> \$ -	

MONTHLY NET INCOME (Take Home)	
Wages or salary	
Wages or salary	
Child tax credit	
Child/spousal maintenance	
Other regular monthly income	
<b>TOTAL INCOME (2)</b>	\$ -

ANNUAL EXPENSES	
<b>Transportation</b>	vehicle maintenance
	vehicle license and registration
<b>Clothing</b>	(annual amount for each family member)
<b>Education</b>	(workshops tuition, books, supplies, etc.)
<b>Medical Expenses</b>	(prescription, dental, optical, medical fees)
<b>Gifts and Festivities</b>	(special holiday, birthday, etc.)
<b>Travel and Vacations</b>	(annual vacation/other travel)
<b>TOTAL ANNUAL EXPENSES</b>	\$ -
divided by 12 = per month (3)	\$ -

TOTAL MONTHLY EXPENSES	
Monthly Expenses (1)	\$ -
Plus Annual/12 (3)	\$ -
<b>TOTAL (4)</b>	\$ -
MONTHLY INCOME MINUS EXPENSES	
Monthly Income (2)	\$ -
Less Monthly Expenses (4)	\$ -
<b>BALANCE</b>	\$ -

**EMPLOYMENT INSURANCE (EI)**



There are two types of EI benefits: regular benefits for people who are unemployed and looking for a job, and special benefits if you can't work because of illness, injury, adopting a child, pregnancy, parental leave, or pregnancy complications that prevent working. Not everyone qualifies for EI and certain conditions must be met. The first thing you must do when you are out of work is apply right away even if you do not have all the necessary documentation.

When you apply, bring:

- Photo identification (driver's licence, passport, etc.)
- Social Insurance Number (SIN)
  - If your SIN begins with "9", you will also need to provide proof of your immigration status in Canada, as well as current work permit.
- Mother's maiden name
- Your mailing address (and residential address, if different)
- Banking information (branch details and account number)
- Record of Employment (ROE) if you have it
  - If you don't have your ROE, don't delay your application. This information can be added later.

**Service Canada**

Employment Insurance Telephone Information Service .....Toll-free 1-800-206-7218 (24 hours)  
Website.....servicecanada.gc.ca

*See service Canada Centre locations on page 62.*

**INCOME TAX**

Did you know that there are lots of benefits you may be entitled to? All you need to do is file your income tax forms. The following places may be able to help you with your forms and tell you which benefits you might be eligible for.

**Canada Revenue Agency**

- Child Tax Benefit..... Phone 1-800-387-1193
- Children's Fitness Tax Credit..... Phone 1-800-959-8281
- Goods and Service Tax Credit (GST Enquiries).....Phone 1-800-959-1953
- Tax Information Phone Service (TIPs).....Phone 1-800-267-6999
- Transit Pass Tax Credit.. Phone 1-800-959-8281
- Alberta Family Employment Tax Credit..... Phone 1-800-959-2809
- Income Tax Refund Status Information.....Phone 1-800-959-1956

**FREE INCOME TAX PREPARATION**

**E4C**

**Make Tax Time Pay**

Offers free income tax preparation, information, and applications on government benefits and subsidies to low-income families and individuals. Operates during March and April each year. ....Phone 2-1-1 (24 hours)

**Canada Revenue Agency (CRA)**

**Community Volunteer Income Tax Program (CVITP)**

Offers free assistance in completing income tax forms to individuals and families who meet low-income guidelines. Operates during March and April each year. .... Website cra.gc.ca



**For free, year-round tax preparation services, call 211 for a referral!**

**EMERGENCY FOOD**

Food banks exist to provide short-term assistance to individuals and families in difficult situations with little to no food supplies. Food hampers are meant to provide food that will last approximately 5 days. Places like Edmonton’s Food Bank obtain about 80% of their food supply by gleaning from the food industry. The food is safe and edible but may not be marketable for a variety of reasons.

**FOOD BANKS IN EDMONTON**

**Edmonton’s Food Bank**

Provides short-term food assistance through neighbourhood outlets. Must call for an appointment. Open Monday to Friday 8:30am to 4:30pm.

NOTE: Due to high call volumes, the phone lines tend to ring busy. It is important to be patient and persistent when calling. .... Phone 780-425-4190

**University of Alberta Students’ Union Campus Food Bank**

1-81, Students’ Union Building (SUB)  
8900 114 Street

Provides emergency food and toiletries to members of the University of Alberta community, including students and staff. .... Phone 780-492-8677

**FOOD BANKS OUTSIDE EDMONTON**

**Leduc and District Food Bank Association**

4810 49 Avenue, Leduc

Serves the communities of Leduc, Leduc County, Beaumont, New Sarepta, Nisku, Calmar, Thorsby, Devon, and Warburg. .... Phone 780-986-5333

**Parkland Food Bank**

105 Madison Crescent, Spruce Grove

Serves the communities of Spruce Grove, Stony Plain, and Parkland County. .... Phone 780-962-4565

**Strathcona Food Bank Association**

255 Kaska Road,  
Sherwood Park ..... Phone 780-449-6413

**SOUP KITCHENS & MEALS**

**Hope Mission**

9908 106 Avenue

Services 3 meals a day, 5 days a week with weekend brunch and dinner. Evening chapel services available. .... Phone 780-422-2018

**Marian Centre**

10528 98 Street

Serves emergency hot lunches for homeless adults from 12:30pm to 1:15pm on Monday, Tuesday, Thursday, and Saturday. Also provides bagged lunches at the alley door from 2:00pm to 3:00pm Monday to Saturday, except Wednesday. Closed for a few days at the end of each month and in September. .... Phone 780-424-3544

**The Mustard Seed**

10635 96 Street

Offers food hampers. Also provides evening meals from Monday to Friday 7:00pm to 8:00pm, and Saturday from 5:00pm to 6:00pm. .... Phone 780-426-5600



**Looking for more meal options?**

Call 211 for available meals, including low-cost meals, community meals, year-round meals, and holiday meals (Easter, Thanksgiving, and Christmas.)



## MANAGING THE ESSENTIALS

### OTHER FOOD AND NUTRITION RESOURCES

#### Wecan Food Basket Society

Supplies basic groceries at a low cost. Food orders are placed once a month. Membership fee is \$5 per year. Volunteer-run..... Phone 780-413-4525

#### FOOD SECURITY GROUPS

Provides day-old bread and a variety of fruits and vegetables for weekly pickup on a drop-in, first-come, first-served basis. Days, times, and locations vary. Not able to take calls.

#### Garneau United Church

11148 84 Avenue  
Saturday 7:30am sign up  
(coffee and muffins available).  
Distribution 8:45am to 9:30am.

#### Mill Woods United Church

15 Grand Meadow Crescent  
Saturday 10:00am to 11:00am.

#### St. Theresa's Catholic Parish

7508 29 Avenue  
Access at far east entrance.  
Tuesday and Thursday 5:00pm to 6:00pm.

#### COLLECTIVE KITCHENS

Offers small groups for participants to learn to budget, plan, shop, and prepare meals that may be frozen to take home. Members share ideas and recipes. There is a minimal fee. Please call for details. Collective Kitchens are offered at various community sites, churches, and schools.

#### Alberta Health Services

Referrals to Collective Kitchens  
in your area..... Phone 780-735-3044

### Healthier Foods & Shopping Tips

All foods can be part of a healthy diet. The key is moderation and balance.

Choose healthier foods more often. Some foods that can be enjoyed every day include apples, carrots, and milk.

Save money and time by buying frozen fruits and vegetables. Frozen fruits are typically half the price of fresh and can be kept in the freezer for a lot longer.

Fruits and vegetables bought in season are cheaper and fresher.

Buy calorie dense foods such as whole milk, potatoes, rice, pasta and oats.

#### GROCERY SHOPPING TIPS

Only use coupons for items you already planned to buy.

Plan your meals for a week at a time.

Keep a list of items you need. Check your cupboards, refrigerator, and freezer to see what you have before going shopping.

Go with a shopping list and shop on a full stomach.

Find one or two places with cheaper prices and buy everything you need from there.

#### At the grocery store

Compare prices of national brands, store brands, and generic brands.

Buy bulk only when it makes sense. Buying in

bulk saves money only if you plan on using all that you have bought.

Look for discount bins for savings on discontinued items, day-old bakery goods, or items that will expire in a day or less.

Check your receipt for mistakes before leaving the store.

Buy discounted meat. Grocery stores usually discount meats up to 70% off as they approach their expiration date.

Look at the cost of an item as cost per ml, cost per kg, cost per paper plate, etc. Use this equation: Cost of item | Number of items (ml, kg, paper plate, etc.).

Some items like bread and cheese can be frozen to make them last longer.

Make soups or stews to use up vegetables and spices before throwing them out.

Pre-cut vegetables for the week and pre-cook meals and freeze them.

#### BEST BEFORE DATES

Best before dates are set by companies to say how fresh the food is, not when food is safe to eat. Many packaged foods such as crackers, cookies, cereal, and canned foods can be safely eaten long after the best before date.

Expiry dates apply to baby food, infant formula, meat and milk. Check the Health Canada website, [healthycanadians.gc.ca](http://healthycanadians.gc.ca), for details on food that should be discarded.

*Printed with permission from the Edmonton Food Bank.*

**COMMUNITY COOKING CLASSES**

**Dickinsfield Amity House**

Cooking Club

Provides community members with opportunities to share and learn new recipes.

**Amity House**

9213 146 Avenue  
Tuesdays from  
September to June .....Phone 780-478-5022

**Londonderry Community League Hall**

14224 74 Street.....Phone 780-412-1062

**Multicultural Women and Seniors Services Association**

Cooking Classes  
329 Woodvale Road West

Offers cooking instruction for women who are newcomers to Canada. Includes food dishes from Pakistan, India, Bosnia, and more. .... Phone 780-465-2992

**NUTRITION INFORMATION**

**ATCO Blue Flame Kitchen**

Offers information on household issues. Includes seasonal information, nutrition, recipes, menu planning, homemaking skills, clothing care, laundry and stain removal, cleaning methods, and use of gas appliances. Online resource includes how-to videos. Phone.....780-420-1010  
Toll-free 1-877-420-9090  
Website atcoblueflamekitchen.com

**College of Dietitians of Alberta**

1320, 10123 99 Street

Provides information and resources to the public about registered dietitians, nutrition, and healthy food choices. .. Phone 780-448-0059

**Dietitians of Canada**

Offers an online directory of registered dietitians, and nutritional information and resources.....Website dietitians.ca

**Health Canada**

Offers Canada’s Food Guide and other publications about healthy eating. Call to order a copy. .... Phone 780-495-6815  
Website healthycanadians.gc.ca

**COMMUNITY GARDENS**

Community gardens can be an economical way to grow healthy food, learn new skills, enjoy the outdoors, and meet people in your community. There are several community gardens in the city of Edmonton. Each gardening group establishes its own guidelines for membership (e.g. may require volunteer time).

**Sustainable Food Edmonton**

Community Garden Program  
Referral..... Phone 780-488-2500

**Wecan Cooperative for Community and Economic Development**

..... Phone 780-479-5443

**THRIFT & USED GOODS STORES**

**Bissell Centre Thrift Shoppe**

8818 118 Avenue Phone 780-471-6644

**Edmonton Emergency Relief Services Thrift Store**

10255 104 Street..... Phone 780-428-4422

**Edmonton Seniors Centre Thrift Store**

Main Floor,  
11111 Jasper Avenue ..... Phone 780-342-8625

**Goodwill Thrift Retail Stores**

*Beverly*  
11714 34 Street ..... Phone 780-944-0059

*Manning Crossing*

600 Manning Crossing .....Phone 780-944-1041

*Southside*

8759 51 Avenue ..... Phone 780-944-0243

*Strathcona*

7808 Gateway Boulevard .. Phone 780-437-7156

*West End*

10004 169 Street..... Phone 780-944-0062

**Habitat for Humanity (HFH)**

Sells building materials, small appliances, furniture, books, and more.

**Restore**

*South* - 6909 76 Avenue .... Phone 780-462-4909

*North*

8210 Yellowhead Trail .....Phone 780-471-4949

*West* - 16811 106 Avenue... Phone 780-455-0645

**Homeward Trust Edmonton**

Find Furnishing Hope - 5120 122 Street

Sells low-cost, gently-used furniture. Delivery services may be available at a cost..... Phone 780-988-1717



**THRIFT & USED GOODS STORES** *(continued)*

**Hope Mission**

Hope Bargain Shoppe  
2403 Ellwood Drive SW ... Phone 780-485-6888

**Mennonite Central Committee Alberta (MCC) Thrift Shops**

9251 34 Avenue ..... Phone 780-443-4047

**The Salvation Army Thrift Stores**

*Edmonton West*  
14530 111 Avenue ..... Phone 780-451-8168

*Edmonton Clareview*  
12928 50 Street..... Phone 780-475-8778

*Leduc*  
6102 50 Street..... Phone 780-986-8861

*Sherwood Park*  
10 Main Boulevard..... Phone 780-416-1303



**Clothing & Household Goods**

To stretch your budget for buying clothing and household goods, here are some tips:

If there is an item that you like that is not on your list, leave it. Continue shopping. Consider if you really need it. If you still want it at the end of your shopping trip, you can return to it.

Purchase items only to replace unusable ones.

Before buying at full price, see if the item you want can be borrowed, bought from a friend, or bought used.

Check out garage sales and thrift shops.

Compare prices and see if a similar item is on sale elsewhere.

Consider if the item will eventually go on sale or if there is a coupon for it.

Only buy sale items if you need them.

Buy a lot of sale items that you need all the time like laundry soap, toilet paper, socks, etc.

Always check to see if your receipt is correct.

Set realistic spending goals. Instead of totally cutting back on all spending, set a saving goal within a reasonable time. Schedule a reward within your budget once you reach your goal.

If you are moving or need to clear some space in your home, consider having a garage sale.

**EMERGENCY CLOTHING**

**Bissell Centre**

Community Closet - 10530 96 Street  
Provides access to emergency clothing at no charge for individuals and families with low incomes. Call ahead..... Phone 780-423-2285

**Dickinsfield Amity House**

Swap Shop  
9213 146 Avenue  
Offers a drop-in service for people to swap and/or take clothing and small household items. .... Phone 780-478-5022

**Edmonton Emergency Relief Services**

Thrift Store - 10255 104 Street  
Offers a thrift store featuring a variety of items at low cost, including clothing. Open to the public, including victims of fire and other disasters..... Phone 780-428-4422

**Marian Centre**

10528 98 Street  
Provides emergency clothing to homeless adult men. .... Phone 780-424-3544

**Mill Woods United Church**

Clothing Bank  
15 Grand Meadow Crescent  
Provides clean, gently-used clothing to those in need..... Phone 780-463-2202

**Society of St. Vincent de Paul**

10804 109 Street  
Offers free clothing weekday mornings, only once every 60 days per person. Leave a message and a volunteer will call you back ..... Phone 780-471-5577

**The Candora Society of Edmonton**

Abbottsfield Recreation Centre  
3006 119 Avenue  
Offers a drop-in service for free clothing and small kitchen appliances, depending on availability..... Phone 780-474-5011

**The Mustard Seed**

Personal Assistance Centre - 10568 114 Street  
Assists people in need in the inner city with meeting their basic needs. Includes clothing, household goods, and personal hygiene items. .... Phone 780-426-5600



**WORK CLOTHING**

Getting dressed for work on a budget can be challenging, whether you work in an office building or a construction site. The Alberta Works program Employment Training and Transitions Supports may be able to help. They offer financial assistance up to \$500 per calendar year to pay the costs of employment, training, and transitions supports which can include work clothing, exam fees, tools, and some vehicle expenses. For more information about the application process, contact an Alberta Works location. (See page 10.)

**Call 211 for information on other programs that may be able to help with work clothing.**

**Bissell Centre**

Employment services – Work Clothing  
10530 96 Street

Offers free new or gently-used work clothing to adults that are newly employed. May include steel toe boots, coveralls, and work gloves. Letter on letterhead from employer is required..... Phone 780-424-4385



**The Mustard Seed - Edmonton**

Personal Assistance Centre - 10568 114 Street

Provides work boots to inner city residents with low income. Proof of work and identification required..... Phone 780-426-5600

**The Elizabeth Fry Society of Edmonton**

10523 100 Avenue

Offers free clothing, including professional attire, to women with low income. .... Phone 780-421-1175

**Winter in Edmonton**

Edmonton has very cold winters. The coldest months have lows around -20°C (or lower!) with 10 to 25 cm of snow. This can feel even colder with wind-chill factors. To stay warm, you need to wear the right clothes and boots.

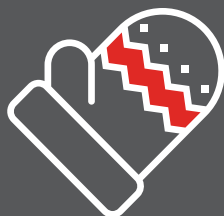
**WHAT TO WEAR**

Prepare for the worst, but be ready for anything.

Wear winter clothing that is made for the coldest temperatures, such as long underwear and wool socks.

Choose wool over cotton. Cotton dries very slowly. Wet fabric can pull the heat away from your body.

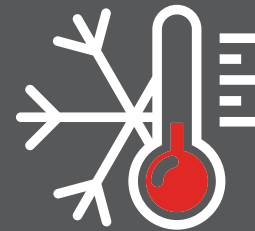
Dress for the activity that you will be doing outside. If you'll be standing still, layer heavier items. If you'll be exercising, lighter layers can be a better option.



Start with a base, such as long underwear. Add a few layers of clothing under a wind-proof or waterproof jacket.

Keep your head, face, and hands warm. Wear a wool toque, scarf, and mittens or gloves.

Invest in winter boots. Although expensive, they can keep your feet warm in temperatures as low as -30°C. Try to find boots that are wool or fleece-lined, and have a Gore-Tex or water resistant outer shell.



Winter gear is worth it, but can be expensive. Check out used clothing stores and thrift stores. Another option, if you need it, is to get a coat from the United Way Coats for Kids and Families program, contact 211 for a donation or pick up location in your area.

**MORE TIPS TO STAY WARM**

A cheap way to help keep warm is to buy heat packs for your hands and feet, which fit well into mittens and boots. Wheat bags stay warm for 20-30 minutes. They can be heated over and over again in the microwave. You can make your own by filling a sock with uncooked rice and tying a not in the top.

Eat! Your body needs fuel to stay warm.

Get enough sleep (7-8 hours for adults, 9-10 hours for teenagers, 10 hours for children). Not getting enough sleep can make you more likely to catch a cold.

## MANAGING THE ESSENTIALS

### TRANSPORTATION



Transportation is an unmet need in Edmonton, as existing services are not sufficient to serve everyone in every situation. There are alternatives to driving, such as walking, cycling, and roller blading, that are good for your health and get you places, but these are not always possible or practical. Consider organizing a carpool to save on transportation costs. Every time you need to go somewhere, ask yourself how you can get there with the least cost.

#### Edmonton Transit System (ETS)

Provides bus and light rail transit (LRT) services. Operates on weekdays, weekends, and holidays; schedules vary. Monthly passes are available for adults, youth, and seniors, with discounts for seniors and young children.

For information on routes, schedules, or fares:  
Bus Link (automated)..... 780-496-1600  
Customer Information Centre .....3-1-1  
Senior Pass Program ..... 780-496-1665  
Disabled Adult Transit Service  
(DATS) ..... 780-496-4567



**Don't forget to keep the receipt and the expired monthly or annual transit pass to claim a tax credit.**

### Tips for Renters

Before renting, ask your landlord:

- Is this a Crime-Free Multi Housing building?
- Who is responsible for maintenance? How do I request maintenance to my unit?
- Who do I call in case of emergency?
- How long does it take for a maintenance request to be taken care of?

#### RENTERS' INSURANCE

The cost of renter's insurance is low. It can be obtained from any insurance company.

Renters' insurance will insure your personal belongings against fire, flood, or sewer damage in the building.

Accidents happen! You may accidentally cause damage to your building or harm someone in your building. Renters' insurance can help cover these costs.

**TIP:** Save money by combining your home and car insurance.

#### SECURITY DEPOSIT RULES

A security deposit is money, equal to one month's rent that you pay to a landlord before you move in. The landlord must put the

security deposit into a special bank account, called a trust account. The money will stay in the trust account until you move out.

Reasons the landlord may keep the security deposit are:

- You owe money for rent, fees or utilities;
- You, or your guests, have damaged the property; or
- You have not cleaned the property.

#### RETURN OF THE SECURITY DEPOSIT

Once you move out, the landlord must mail you a statement within 10 days that tells you if you are getting your security deposit back or not. The landlord then has 20 more days to mail you a final statement of account. If you don't receive a statement from your landlord, you can write your landlord a letter to ask for your security deposit.

#### INSPECTION REPORTS

The landlord must complete an inspection report to keep any of the security deposit.

When you meet with your landlord to complete the inspection reports, you should take pictures or a video with your phone or camera.

**HOUSING RESOURCES**

A large portion of the household budget goes towards putting a roof over your head. The amount you can afford to spend on housing limits your options.

**HOUSING SEARCH**

Housing registries are helpful for finding housing to suit your needs. Other places to look for rental listings include newspapers, online resources, and bulletin boards. You can also walk around the neighbourhood you want to rent in to look for “for rent” signs.

**Boyle Street Community Services**

10116 105 Avenue

Housing supports assists chronically-homeless people in finding and keeping suitable housing. .... Phone 780-424-4106

**HOUSING ALTERNATIVES**

There are housing co-operatives where groups of people collectively own and control their own housing. For further information on housing co-ops contact:

**Northern Alberta Co-operative Housing Association (NACHA)**

102, 12120 106 Avenue

Offers information about co-operative housing. Does not place people in housing. ... Phone 780-482-6128

**Habitat for Humanity (HFH)**

8210 Yellowhead Trail

Sells houses to qualified applicants at no profit and finances no-interest mortgages. Families are expected to become homeowners and to accept all responsibilities as such. House construction is a co-operative effort involving partner families, volunteers, and professional tradespeople using donations. .... Phone 780-479-3566

**SUBSIDIZED/LOW INCOME HOUSING**

According to Canada Mortgage and Housing Corporation (CMHC), the general rule is your monthly shelter should be less than 30% of gross (before tax) household income; shelter includes rent, electricity, heat, water, and municipal services.

**Capital Region Housing Corporation**

10232 112 Street

Offers affordable housing for low-income families and singles. ....Phone 780-420-6161

**City of Edmonton Non-Profit Housing Corporation (HomeEd)**

12520 Fort Road

Provides rental units in the inner city and suburban neighbourhoods throughout Edmonton for singles and families. Accessible units for people with disabilities or reduced mobility are available on a limited basis. ....Phone 780-474-5706

**E4C**

Affordable Housing

Offers affordable housing to single men and women who have a source of income or ability to pay rent. ....Phone 587-879-3997

**Edmonton Inner City Housing Society**

9430 111 Avenue

Develops and maintains affordable, safe, supportive housing for low-income and disadvantaged people in the inner city. Tenants must be able to live independently. No emergency housing available. ....Phone 780-423-1339

**YMCA of Northern Alberta**

Affordable Housing Program

300, 10350 95 Street

Offers housing with rent at 80% to 90% of market rate for individuals, couples, and families. Call to be added to the waiting list. .... Phone 780-426-9622

**HOUSING RESOURCES FOR SENIORS AND OLDER ADULTS**

**Alberta Seniors Communities and Housing Association**

Offers an online seniors housing registry. Residence types range from independent living to supportive living, but does not include long-term care facilities. Unable to provide information over the phone...Website ascha.com

**GEF Seniors Housing**

14220 109 Avenue

Provides affordable, supportive housing alternatives for active, independent seniors. .... Phone 780-482-6561





## MANAGING THE ESSENTIALS

### HOUSING RESOURCES FOR SENIORS AND OLDER ADULTS *(continued)*



#### **Operation Friendship Seniors Society**

9526 106 Avenue

Compiles a housing registry and provides assistance for adequate shelter. Aids clients 55+ living in the inner city in finding appropriate housing, and assists with the move if downsizing or moving to another level of housing. .... Phone 780-408-2955

#### **Sage Seniors Association**

15 Sir Winston Churchill Square

Provides information and referrals to appropriate seniors' accommodations. .... Phone 587-773-1764



Alberta Health Services Health Inspectors, 700, 10055 106 Street, Provides home inspections at the tenants' request and works with the landlord to solve problems.  
**Phone 780-735-1800.**

### YOUTH HOUSING

#### **E4C**

Inner City Youth Housing Project

Provides homeless youth ages 14 to 17 with food, shelter, and help in securing and maintaining an appropriate day program (e.g. school, work, treatment) and developing skills to move towards independence. .... Phone 780-479-7075

#### **Youth Empowerment & Support Services (YESS)**

Graham's Place & Shanoa's Place

Offers transitional housing for youth 15 to 24 years old who are homeless but motivated to gain stability and independence. Also provides a longer-term residential program for youth 16 to 24 years old who are working or attending school. Includes access to employment training, life skills training, educational opportunities, and a job bank. Wait times vary. Referral required. .... Phone 780-468-7070

### HOUSING RESOURCES FOR PEOPLE WITH MENTAL ILLNESS

#### **Canadian Mental Health Association - Edmonton Region**

300, 10010 105 Street

Offers long-term affordable housing for people with mental illness and/or low income ..... Phone 780-414-6300

#### **E4C**

Meadow's Place

Offers long-term housing for men with ongoing mental illness who have a source of income or ability to pay rent. .... Phone 780-425-7927

#### **Our Place**

Offers long-term housing for women with ongoing mental illness who have a source of income or ability to pay rent. .... Phone 780-426-6466

#### **Urban Manor Housing Society**

9524 104 Avenue

Provides room and board for adult men who have no alternative housing due to chronic addictions, chronic mental health concerns, or dual diagnosis. .... Phone 780-425-5901

### UTILITIES

You have choices when it comes to your energy provider; you can choose from regulated services or to contract from a competitive retailer.

#### **Government of Alberta - Utilities Consumer Advocate**

1701, 10088 102 Avenue

Provides information and advice for consumers to make informed choices about how to purchase electricity and natural gas utilities. Investigates and mediates concerns with utility companies. .... Toll-free 310-4-UCA (310-4822)  
Website [ucahelps.alberta.ca](http://ucahelps.alberta.ca)

#### **EPCOR**

(Regulated Electricity) ..... Toll-free 310-4300  
(Customer Service)

Emergency (Power) ..... 780-412-4500 (24 hours)

Emergency (Water) ..... 780-412-6800 (24 hours)

#### **ATCO Gas and Electricity**

##### **Emergency Services**

Emergency ..... 1-800-511-3447 (24 hours)

#### **Direct Energy**

##### **(Regulated Natural Gas)**

..... Toll-free 1-866-374-6299  
(Residential Customer Service)



For a listing of all competitive retailers in Alberta, visit the Utilities Consumer Advocate's Retailer Search Tool at [ucahelps.alberta.ca](http://ucahelps.alberta.ca).

**TELEPHONE**

**Telus**

Residential .....780-310-2255  
 Mobile Phone..... 1-866-558-2273

**Shaw Communications Inc.**

..... Phone 1-888-472-2222 (Customer Service)

**EMERGENCY SHELTERS**

Shelters help the homeless and people who are leaving abusive or dangerous situations. They are a temporary emergency escape for people who have nowhere else to turn for help. Each shelter has trained staff to deal with specific concerns and special needs of groups.

In general, services provided include:

- A time-limited stay in a safe place
- Counselling to help the individual with the immediate situation
- Assistance in finding long-term solutions
- Medical care at some shelters, or help from a staff member to get medical attention

**DOMESTIC VIOLENCE HOUSING**

**Edmonton Women's Shelter (WIN House)**

Provides 24 hour supportive listening, and referrals to crisis counselling and legal resources to women experiencing domestic violence. Offers temporary shelter for women and their children who are fleeing abusive relationships. Assists with transportation..Phone 780-479-0058 (24 hours)

**Lurana Shelter Society**

Provides temporary shelter for women, with or without children, who are victims of domestic violence. Helps clients with transportation. Offers emergency drop-in childcare. Services include education, advocacy, information, and referrals. .... Phone 780-424-5875 (24 hours)

**Reducing Housing costs**

**UTILITIES**

- Unplug electronics and small appliances when not in use.
- Turn off lights when not in use.
- Take shorter showers
- Turn off the tap while shaving, washing hands, or brushing teeth.
- Only run the dishwasher, washing machine, and dryer when they are full.

**MAINTENANCE**

- Do not flush paper towels, diapers, or condoms down the toilet/sink.
- Store used oil in a tin/glass container instead of pouring the oil down the drain.



**HOMELESS/TEMPORARY HOUSING**

**E4C**

**Elizabeth House**

Provides short-term housing to homeless women and transgender women and supports to get their own homes. There may be a wait list. ....Phone 780-378-0611

**Women's Emergency Accommodation Centre (WEAC)**

9611 101A Avenue

Provides emergency accommodation for homeless women and transgender women. Includes shelter, meals, help with medications, and basic outreach support..... Phone 780-423-5302

**George Spady Centre Society**

10015 105A Avenue

Provides supervised overnight accommodations for adults under the influence of alcohol and/or other drugs. Offers non-medical detoxification services where clients are assessed, supported, and monitored during the withdrawal process. ... Phone 780-424-8335

**Herb Jamieson Centre**

Short-Term Housing for Men  
 10014 105A Avenue

Provides homeless single males 18+ with food and short-term shelter. Must be sober..... Phone 780-429-3470

## MANAGING THE ESSENTIALS

### Hope Mission

Women's Emergency Shelter, 9908 106 Avenue

Provides a mat program to women 24+. Will accept women under the influence of alcohol and/or other drugs if they do not disturb other clients. ....Phone 780-422-2018

### Salvation Army

Addictions and Residential Centre  
9611 102 Avenue

Provides males 18+ who are able to participate full-time in the residential treatment phase of the program, with short-term, low-cost accommodation, counselling, rehabilitation, and spiritual guidance..... Phone 780-429-4274

### Urban Manor Housing Society

9524 104 Avenue

Provides shelter for hard-to-house men 18+, such as those with alcohol addiction or mental health problems. .... Phone 780-425-5901

### YMCA of Northern Alberta

Downtown Housing, 10030 102A Avenue

Provides short-term and emergency low-cost accommodation for individuals and families. A community advisor outreach social worker works with clients to secure longer-term housing and services. No food provided. ....Phone 780-421-9622

## HOMELESS YOUTH HOUSING

### Catholic Social Services

Safe House (Youth)

Offers residential and outreach support services for street youth and youth involved in prostitution ages 14 to 19 years old. Open to transgender youth.....Phone 780-474-9938

### E4C Crossroads House

Provides a safe place to stay for homeless youth ages 13 to 17 who have Children's Services status..... Phone 780-474-7547

### Hope Mission Youth Shelter

9908 106 Avenue

Operates an emergency shelter for male and female youth 16 to 24 years old.....Phone 780-422-2018

### Youth Empowerment & Support Services (YESS)

Nexus (Youth Shelter), 9310 82 Avenue  
Provides homeless youth 15 to 24 years of age with shelter, food, clothing, and referrals to other community resources.....Phone 780-468-7070



## Advocating for Yourself

When your needs are not being met, you may feel like you have lost control of what is going on in your life. You can recover a sense of control and get the help that you need by advocating for yourself.

- What need is not being met for you? Make a list of your main concerns and ideas. You can use the worksheet on the next page.
- Try researching your main concern by reading articles, blogs, or news reports.
- What agency/resource could help you meet this need or provide more information? If you are not sure, call 2-1-1 to speak with someone who can help you identify possible helpers.
- Before you make contact with the agency/resource, review your list of concerns and ideas. Practice what you will say.
- When you make contact, communicate clearly. Use a calm but firm voice.
- Take notes. Write down the name of your contact person, their job title, and what was discussed.
- If you feel that the person you speaking with is not helpful, you can ask to speak to their supervisor or manager.
- If you feel yourself getting overwhelmed with the conversation, it is okay to take a break and call back later.
- Before ending the call or meeting, schedule a follow-up if needed. Ask when you can expect to hear back from the person, or if you can call back in a few days for more information.
- Find other supports. Reach out to support partners like family, friends, or someone else that you trust. Reaching out for help is a sign of strength! Having someone in your corner can help you build the confidence to advocate for yourself. Deciding not to self-advocate or pursue an issue further can also be a personal and empowering choice.

### SELF-ADVOCACY WORKSHEET



**Issue:** \_\_\_\_\_  
\_\_\_\_\_

**Agency/Program/Services/ Involved:** \_\_\_\_\_  
\_\_\_\_\_

**Contact/Person:** \_\_\_\_\_ **Supervisor:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_

**Actions Already Taken:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Actions I Haven't Taken Yet:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Concerns I Want Addressed:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Key Words to Use:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**External Supports that Can Help Advocate for Me:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_





**Health & Well-Being**



**HEALTH CARE**

Part of keeping a healthy lifestyle includes seeing a doctor for regular check-ups. To receive medical and other health care services, it is necessary to have the Alberta Health Care card. To apply, contact:

**Alberta Health Care Insurance Plan**

Provides basic health care insurance to registered residents of Alberta when in Canada. Also provides limited coverage for Albertans temporarily out-of-country..... Phone 780-427-1432

**OTHER HEALTH BENEFITS****Alberta Blue Cross**

Individual Health and Dental Plans  
10009 108 Street

Provides health and dental coverage for Albertans and families without employer-sponsored coverage. .... Phone 780-498-8008

**Alberta Human Services**

Alberta Adult and Child Health Benefit

Funds adults and children in low-income families with support for dental care, eye glasses, prescription drugs, ambulance services, and diabetic supplies that are not covered by Alberta Health Care Insurance Plan..... Phone 780-427-6848  
Toll-free 1-877-469-5437

**Health Canada**

Non-Insured Health Benefits for First Nations and Inuit  
730, Canada Place 9700 Jasper Avenue

Provides medically-necessary goods and services including prescription drugs, medical supplies and equipment, vision and dental care, and transportation to access medical services to eligible First Nations and Inuit peoples. ....General Enquiries 780-495-3302

**HEALTH CARE BARRIERS**

Services for those from out-of-province, from the inner city, or with no appropriate resources for health coverage may be available at:

**Boyle McCauley Health Centre**

10628 96 Street  
Provides health services to Edmonton inner city residents in conjunction with Alberta Health Services. Offers medical, dental, and foot care clinics, mental health services, tuberculosis outreach, and a women's health clinic. ....Phone 780-422-7333

**PUBLIC HEALTH CENTRES****Bonnie Doon Public Health Centre**

8314 88 Avenue ..... Phone 780-342-1520

**East Edmonton Health Centre**

7910 112 Avenue..... Phone 780-342-4719

**Mill Woods Public Health Centre**

7525 38 Avenue ..... Phone 780-342-1660

**Northeast Community Health Centre**

14007 50 Street..... Phone 780-342-4020

**Northgate Health Centre**

2020, Northgate Mall  
9499 137 Avenue ..... Phone 780-342-2800

**Rutherford Health Centre**

2nd Floor,  
11153 Ellerslie Road ..... Phone 780-342-6800

**Twin Brooks Public Health Centre**

201, 1110 113 Street..... Phone 780-342-1560

**West Jasper Place Public Health Centre**

9720 182 Street..... Phone 780-342-1234

**Woodcroft Public Health Centre**

448, Westmount Shopping Centre  
111 Avenue and  
Groat Road ..... Phone 780-342-1600

**PUBLIC HEALTH CENTRES  
SURROUNDING EDMONTON****Beaumont Public Health Centre**

4918 50 Avenue,  
Beaumont ..... Phone 780-929-4822

**Leduc Public Health Centre**

4219 50 Street, Leduc..... Phone 780-980-4644

**St. Albert Public Health Centre**

23 Sir Winston Churchill Avenue,  
St. Albert ..... Phone 780-459-6671

**Strathcona County Health Centre**

2 Brower Drive,  
Sherwood Park ..... Phone 780-342-4600

**Spruce Grove Health Unit**

505 Queen Street,  
Spruce Grove ..... Phone 780-342-1301

**Stony Plain WestView Health Centre**

4405 South Park Drive,  
Stony Plain ..... Phone 780-968-3700



**HEALTH & WELL-BEING**

**HOSPITALS**

**Alberta Hospital Edmonton**  
17480 Fort Road

Provides adult patient care and treatment for those suffering from mental illness... Phone 780-342-5555 (24 hours)

**Glenrose Rehabilitation Hospital**  
10230 111 Avenue

Provides interdisciplinary assessment and rehabilitation services for seniors, adults, and children..... Phone 780-735-7999 (24 hours)

**Grey Nuns Community Hospital**  
1100 Youville Drive Northwest  
..... Phone 780-735-7000 (24 hours)

**Lois Hole Hospital for Women**  
10240 Kingsway Avenue  
Provides clinical care, including high-risk obstetrics, specialized gynecological services, and surgery. ....Phone 780-735-4111 (24 hours)

**Misericordia Community Hospital**  
16940 87 Avenue  
..... Phone 780-735-2000 (24 hours)

**Northeast Community Health Centre**  
14007 50 Street  
.....Phone 780-342-4000 (24 hours)

**Royal Alexandra Hospital**  
10240 Kingsway Avenue  
.....Phone 780-735-4111 (24 hours)

**Stollery Children’s Hospital,  
University of Alberta Hospital**  
8440 112 Street  
..... Phone 780-407-8822 (24 hours)

**University of Alberta Hospital**  
8440 112 Street  
..... Phone 780-407-8822 (24 hours)

**HOSPITALS OUTSIDE OF EDMONTON**

**Devon General Hospital**  
101 Erie Street S., Devon  
..... Phone 780-987-8200 (24 hours)

**Fort Saskatchewan Community Hospital**  
9401 86 Avenue, Fort Saskatchewan  
..... Phone 780-998-2256 (24 hours)

**Leduc Community Hospital**  
4210 48 Street, Leduc  
..... Phone 780-986-7711 (24 hours)

**Strathcona Community Hospital**  
9000 Emerald Drive, Sherwood Park  
.....Phone 780-449-5380 (24 hours)

**Sturgeon Community Hospital**  
201 Boudreau Road, St. Albert  
..... Phone 780-418-8200 (24 hours)

**WestView Health Centre**  
4405 South Park Drive, Stony Plain  
.....Phone 780-968-3600 (24 hours)



Walk-In Health Clinics  
for minor illness or injuries,  
**call Health Link Alberta at 8-1-1**  
(24 hours).

**SEXUAL HEALTH**

Many agencies identify as pro-life or pro-choice, but what do these mean?

- Pro-Choice programs help pregnant women become aware of their alternatives, from abortion to parenting, evaluate their options, and reach decisions that are appropriate for their individual situations.
- Pro-Life programs encourage individuals whose plans for their pregnancies are uncertain to consider alternatives to abortion such as adoption or raising the children themselves.

**Alberta Health Services**

Birth Control Centre (Pro-Choice)

Offers non-judgmental and confidential services to females with financial challenges who are unable to access birth control. Includes contraception, emergency contraceptive pill (the Morning After Pill/Plan B), and free sexual health related testing such as pregnancy tests, STI tests, and cervical screening (pap tests). Hours vary; available on a walk-in/drop-in basis. Clients are welcome to bring their partner or friend for support.

Capital Health Centre, North Tower  
405, 10030 107 Street.....Phone 780-735-0010



**Alberta Health Services***Sexually Transmitted Infections Clinic*

Provides free and confidential walk-in/drop-in testing, counselling, and treatment of all STIs, including HIV infection and AIDS. Ages 14+, Alberta Health Care card not required.

STI/HIV Information -  
Health Link ..... Phone 8-1-1 (24 hours)

*Edmonton General Hospital*  
3B20, 11111 Jasper Avenue

Monday 8:30am to 5:00pm,  
Tuesday 9:45am to 5:00pm,  
Wednesday & Thursday  
8:30am to 6:00pm,  
Friday 8:30am to 5:00pm...Phone 780-342-2300

*East Edmonton Health Centre*  
7910 112 Avenue

Monday and Friday  
1:00pm to 4:00pm .....Phone 780-342-4733

*Jasper Avenue Clinic*  
11745 Jasper Avenue

Tuesday 11:00am to 1:00pm,  
Thursday 2:00pm to 4:00pm  
Walk-in service for gay and bisexual men, and other men who have sex with men.

**Adoption Options Alberta Ltd.  
(Pro-Choice)**

304, 10109 106 Street

Provides one-on-one consultation about adoption. Provides information, choices, support, and pro-choice counselling to birth parents. Provides counselling regarding adoption search and reunion issues. .... Phone 780-433-5656  
Toll-free 1-800-770-3023

**Boyle McCauley Health Centre**

Women's Health Clinic  
9611 101A Avenue

Provides a walk-in clinic, prenatal care, and STI testing services to address women's unique health needs and foster healthy choices and behaviours through a satellite program at the Women's Emergency Accommodation Centre (WEAC).....Phone 780-422-7333

**Edmonton Pregnancy Crisis Centre  
(Pro-Life)**

207, 11125 107 Avenue

Offers free and confidential pregnancy tests. Provides information, education, and peer counselling on alternatives to abortion, including adoption. ....Phone 780-482-5111

**The Elizabeth Fry Society of Edmonton**  
Sexually Transmitted Infections (STI) Testing  
10523 100 Avenue

Provides free sexually transmitted infections (STI) testing and treatment referrals for women on the 3rd Monday of each month from 2:00pm to 3:30pm. Transgender-friendly service.....Phone 780-784-2205

**Living Positive Through Positive  
Living Society**

33, 9912 106 Street

Advocates for people living with HIV in matters relating to HIV. Offers support to people who have tested positive for HIV and their friends and families. Includes peer support, social functions, public education, and awareness. ....Phone 780-424-2214

**Compass Centre for Sexual Wellness  
(Pro-Choice)**

703, 10050 112 Street

Provides confidential information, counselling, and referrals on birth control, pregnancy options (adoption, parenting, and abortion), post-abortion support, and decision-making around issues of sexuality. Provides free pregnancy testing..... Phone 780-423-3737

**Pregnancy Care Centre (Pro-Life)**  
11223 100 Avenue

Offers confidential, free peer counselling and support. Provides free pregnancy tests, ongoing support throughout the pregnancy, maternity clothes, resource referrals, and post-abortion support..... Phone 780-424-2624

**Pride Centre of Edmonton**

10608 105 Avenue

Provides resources, support, and programming for the LGBTQ community and its supporters..... Phone 780-488-3234





## HEALTH & WELL-BEING

### SEXUAL HEALTH *(continued)*

#### **Terra Centre for Teen Parents** 9930 106 Street

For youth who require information and support regarding pregnancy and/or parenting issues. Provides a wide range of free, confidential programs including counselling, home visits, parenting education, childcare, prenatal classes, and more..... Phone 780-428-3772

#### **Woman's Health Options (Pro-Choice)**

12409 109A Avenue  
Provides abortion services to women 5 to 20 weeks pregnant. Provides pro-choice, non-judgmental counselling, and post-abortion health and birth control information. Also offers non-surgical permanent sterilization services for women.....Phone 780-484-1124 (Office)

### DENTAL HEALTH

#### **SHINE Dentistry**

Boyle McCauley Health Centre,  
10628 96 Street

Provides dental services for individuals with low income, prioritizing youth. Runs Saturday mornings starting at 9:00am. Closed in the summer, typically from the 1st week in July until the 3rd week in September. .... Email [uofashinedentistry@gmail.com](mailto:uofashinedentistry@gmail.com)  
Website [dentistryshine.com](http://dentistryshine.com)

#### **NAIT**

*Dental Clinic*  
Room F204, 11762 106 Street

Provides low-cost dental services for children and youth by students. Teeth cleaning from January to March for youth 7 to 17 years old. Call to book in November. . Phone 780-471-7786

*Denturist Clinic*  
Room F204, 11762 106 Street

Provides low-cost denture work by students. Runs September to June on Mondays, Tuesdays, and Thursdays... Phone 780-471-7786

#### **University of Alberta**

Faculty of Medicine and Dentistry  
8th Floor, Kaye Edmonton Clinic 11400  
University Avenue

Offers a full range of dental treatment by students for individuals at a reasonable cost. Runs September to April. ..Phone 780-407-5550



### Find a Dentist

To find a dentist, look up the Alberta Dental Association & College website [oralhealthalberta.ca](http://oralhealthalberta.ca) using the "Find a Dentist" search.

### PET/VETERINARY SERVICES

#### **Alberta Helping Animals Society** Home Veterinary Services

Offers pet-related support and primary veterinary care in-home for dogs and cats of vulnerable people, including low-income households, Assured Income for the Severely Handicapped (AISH) clients, individuals receiving social assistance, or individuals who are marginally housed, in special circumstances, or otherwise disadvantaged..... Phone 587-338-8668

#### **Boyle Street Community Services**

Inner City Pet Food Bank  
Basement, 10116 105 Avenue

Provides pet supplies for people who cannot afford them and connects them with providers of other pet care. Open Mondays and Fridays, 9:00am to 11:00am. .... Phone 780-424-4106

### HOME CARE & HOME SERVICES

You or someone you care about may need health and support services in your home due to a medical or physical condition. The following agencies may be able to help you with low-cost or free services.

#### **Alberta AdaptAbilities Association**

In Home Respite Care  
11226 75 Avenue

Provides home care relief services for parents with children with special needs ages 3 to 25 years. .... Phone 780-431-8446



**Alberta Health Services**

Home Care – Adult Services

Provides nursing care, physical therapy, occupational therapy, respiratory therapy, and personal care. Provides short-term care and long-term care for those with chronic illness or disability, and those who have a terminal illness and wish to remain at home for as long as possible..... Phone 780-496-1300  
(Community Care Access)

**Skills Society**

203, 10408 124 Street

Provides flexible supports to adults, children, and their families whether they are living independently in the community, living alone, or with roommates or family. Supports also include working with individuals who have an acquired brain injury who are living independently..... Phone 780-496-9686

**Society of Seniors Caring About Seniors (SSCAS)**

100, 6770 129 Avenue

Serves seniors living south of the river ONLY. Assists seniors in making contact with various service providers offering light housekeeping, yard maintenance, snow shoveling, electrical, plumbing, and other services. \$12 per year membership plus cost of work. Maximum \$15 per hour for work, minimum of 2 hours. Requires 48 hours’ notice. .... Phone 780-465-0311



**Caring for a loved one?**

Alberta Caregivers Association, 10310 56 Street, offers a number of programs for caregivers, including training, education, advocacy, resources and information, in addition to one-on-one and group support.

**Phone 780-453-5088  
Toll-free 1-877-453-5088**

**South East Edmonton Seniors Association (SEESA)**

9350 82 Street

Serves seniors who live in southeast Edmonton. Offers outreach to provide direct and indirect support to seniors, volunteer drivers, a cafeteria, social and recreation activities, and home services registry..... Phone 780-468-1985



**YWCA of Edmonton**

Disability Services

400, Empire Building, 10080 Jasper Avenue Provides respite to families caring for adult or child family members with any degree of diagnosed disability. Respite workers, under the supervision of YWCA Family Services coordinators, provide support to children in the family home. .... Phone 780-423-9922



**Looking for help around the home?**

Call 211 to be connected to a directory of screened home service providers offering snow shoveling, home and yard maintenance, housekeeping, and more.

**ADDICTION RESOURCES INFORMATION & HOTLINES**

**Alberta Health Services**

*Addiction Helpline*

Provides confidential supportive listening to people dealing with addictions. Includes alcohol, tobacco, drugs, and gambling. Offers information and referral. .... Phone 1-866-332-2322 (24 hours)

*Addiction Services*

10010 102A Avenue

Provides assessment, treatment, and referral for clients with alcohol, drug, or gambling concerns. Offers information, counselling, and support for family members and those interested..... Phone 780-427-2736

**ADDICTION RESOURCES** *(continued)*

**Canadian Mental Health Association -  
Edmonton Region**

Distress Line

Provides a 24 hour supportive listening and crisis intervention line for individuals coping with stressful situations (including addiction, loss, abuse, violence, and suicide).  
.....Phone 780-482-HELP (4357) (24 hours)



**Streetworks Needle Exchange Sites**

Exchanges used needles for new needles for free to reduce the risk of transmitting diseases, including HIV and Hepatitis, through shared needle use.

*Boyle McCauley Health Centre*  
10628 96 Street... Phone 780-422-7333 Ext. 226

*Boyle Street Community Services*  
10116 105 Avenue ..Phone 780-424-4106 Ext. 210

*Edmonton General Continuing Care Centre  
Sexually Transmitted Infection Clinic*  
3B20, 11111 Jasper Avenue ..Phone 780-413-5156

*HIV Edmonton*  
9702 111 Avenue ..... Phone 780-488-5742

*Outreach Mobile Van*..... Phone 780-990-6641

**ALCOHOL ADDICTION**

**Al-Anon Family Groups**

Provides help for families and friends of alcoholics. Alateen provides a 12-step program for teenagers who are affected by an adult's drinking. ... Toll-free 1-888-322-6902 (24 hours)

**Alcoholics Anonymous (AA)**

Offers a fellowship of men and women who share their experiences, strength, and hope to solve their common problem, and help others recover from alcoholism. ....Phone 780-424-5900 (24 hours)

**Dual Recovery Anonymous**

Offers a 12-step self-help group for those experiencing both a chemical dependency and emotional or psychiatric illness.....Phone 780-919-1464

**Women and Men for Sobriety**

Provides support groups for those recovering from any substance addiction/abuse through discovery of self, learning new self-enhanced behaviour, and positive thinking.....Phone 780-484-3033 (Women)  
Phone 780-909-0215 (Men)

**DRUG & NARCOTIC ADDICTION**

**Cocaine Anonymous and Co-Anon**

Offers a 12-step recovery program for those desiring to stop using cocaine and all other mind-altering substances. Also provides information for Co-Anon, a group for those affected by someone else's cocaine use (not affiliated).....Pager 780-425-2715 (24 hours)

**Crystal Meth Anonymous**

Offers a 12-step recovery program for those dealing with or recovering from crystal methamphetamine addiction. ....Phone 780-691-8509

**Dual Recovery Anonymous**

Offers a 12-step self-help group for those experiencing both a chemical dependency and emotional or psychiatric illness.....Phone 780-919-1464

**Marijuana Anonymous**

Offers an online support group for those with marijuana addiction. ... Website marijuana-anonymous.org

**Narcotics Anonymous (Edmonton area)**

Offers a 12-step support program for living drug-free for those dealing with narcotics addiction. ....Phone 780-421-4429 (24 hours)  
Toll-free 1-877-463-3537 (24 hours)

**Women and Men for Sobriety**

Provides support groups for those recovering from any substance addiction/abuse through discovery of self, learning new self-enhanced behaviour, and positive thinking.....Phone 780-484-3033 (Women)  
Phone 780-909-0215 (Men)

**FOOD ADDICTION  
& EATING DISORDERS**

**Alberta Health Services**

Eating Disorder Program  
4F4 WMC, University of Alberta Hospital  
8440 112 Street

Offers both day and residential treatment of eating disorders such as anorexia and bulimia for patients 13 years and older. Physician referral required. ....Phone 780-407-6114

**Anorexics and Bulimics Anonymous**

Provides a 12-step fellowship of individuals whose primary purpose is to find and maintain recovery from eating disorders, and to help others find recovery..... Phone 780-443-6077

**Eating Disorder Support Network of Alberta (EDSNA)**

Provides support groups and educational services for individuals affected by eating disorders, and their families.....Phone 780-729-3376  
Website edsna.ca

**Food Addicts in Recovery Anonymous**

Offers a 12-step support group for those affected by overeating or bulimia. .... Website foodaddicts.org

**National Eating Disorder Information Centre (NEDIC)**

Provides a nation-wide helpline for anyone concerned with anorexia, bulimia, or weight obsession. Offers an online listing of agencies and services that may be able to help, as well as online information, resources, and articles. .... Toll-free 1-866-633-4220  
Website nedic.ca

**Overeaters Anonymous**

Helps individuals recover from compulsive overeating through a fellowship of men and women who share common issues..... Website oa.org

**GAMBLING ADDICTION****Alberta Gamblers Anonymous**

Holds 12-step support groups for men and women who wish to stop gambling. .... Phone 780-463-0892

**Problem Gambling Resources Network**

Provides peer counselling, support groups, and referrals. Offers problem gambling awareness seminars to schools, community groups, and workplaces. .... Phone 780-461-1259

**RELATIONSHIP & SEXUAL ADDICTION****Co-Dependents Recovery Society**

Offers a 12-step self-help group for people who desire healthy relationships. .... Phone 780-436-6853

**Emotions Anonymous**

Provides 12-step support groups to help people learn emotional wellness, cope better with life's issues, and live with unsolved problems..... Phone 780-436-2951

**Sex Addicts Anonymous**

Offers a 12-step support group for sex addiction, porn addiction, and sexual anorexia. .... Phone 780-394-3709

**Sexaholics Anonymous**

Offers a 12-step program, patterned after Alcoholics Anonymous, for recovery from sex addiction. .... Phone 780-988-4411

**S-Anon Family Groups**

Offers anonymous meetings for those affected by someone else's sexual behaviour. .... Phone 780-485-3099

**NICOTINE ADDICTION****Alberta Health Services**

AlbertaQuits

Offers a free self-guided program designed to help people who want to quit smoking. Includes support via phone, online, and by text. Also provides QuitCore, a group support program to gain tools and skills to quit using tobacco for good.....Phone 1-866-710-QUIT (7848)  
Website albertaquits.ca

**Nicotine Anonymous**

Offers 12-step support groups for people who are trying to live nicotine-free. Phone and online meetings available.....Website nicotine-anonymous.org

**DETOXIFICATION PROGRAMS****Alberta Health Services***Adult Detoxification*

Addiction Recovery Centre  
10302 107 Street

Provides support to assist individuals with successfully withdrawing from alcohol and other drug use within a structured residential environment.....Phone 780-427-4291

*Opioid Dependency Program**(Methadone Clinic)*

Main Floor, 10010 102A Avenue

Provides methadone or Suboxone® maintenance treatment in an outpatient setting. Professional referral or self-referral by telephone required. .... Phone 780-422-1302

*Youth Detoxification and Stabilization*

6705 120 Avenue

Provides a voluntary 6 to 10-day social detoxification, which supports youth 12 to 18 years old to stabilize while safely withdrawing from alcohol or drugs. .... Phone 780-644-3627





**HEALTH & WELL-BEING**

**DETOXIFICATION PROGRAMS** *(continued)*

**George Spady Centre Society**

10015 105A Avenue

Offers non-medical detoxification services to assess, support, and monitor clients during the withdrawal process..... Phone 780-424-8335



**Health Link Alberta 8-1-1**  
24 hour line staffed by public health nurses to answer non-emergency medical questions and provide information on Alberta Health Services.

**SHOPLIFTING ADDICTION**

**The Elizabeth Fry Society of Edmonton**

Stoplifting for Adults Program

10523 100 Avenue

Provides a support group for women who have a problem with shoplifting, fraud, or theft .....Phone 780-784-2205

**RESIDENTIAL TREATMENT**

**Catholic Social Services**

Alpha House

Offers accommodation and support services to adults with substance abuse issues.

Assists with developing healthy relationships, finding employment, and re-establishing a life in the community.

Waiting list varies.....Phone 780-473-5957

**George Spady Centre Society**

10015 105A Avenue

Provides a safe environment to people suffering from the effects of alcohol and/or other drugs. Also offers information and referral regarding treatment options, counselling services, medical facilities, treatment centres, self-help groups, and a supervised overnight shelter for those under the influence of alcohol and/or other drugs .....Phone 780-424-8335 (24 hours)

**Hope Mission**

Offers various addictions recovery programs for men and women. .... Phone 780-429-3470 (Men)

Phone 780-422-2018 (Women)

**McDougall House Association**

11070 108 Street

Provides a residential treatment program for women 18+ who are in recovery from addictions. Services for residents include workshops, individual and group counselling, goal-setting, daily reflections, exercise, and an experiential learning environment.....Phone 780-426-1409

**Our House Addiction Recovery Centre**

22210 Stony Plain Road

Provides a long-term addiction recovery program in a residential facility for men 18+. Offers assessment and referral, individual and group counselling, and 12-step meetings for various addictions..... Phone 780-474-8945

**Poundmaker's Lodge Treatment Centre**

Provides residential treatment for adults with addictions..... Phone 780-458-1884

**Recovery Acres Society**

6329 118 Avenue

Provides a residential treatment program for men 18+ with alcohol, drug, and gambling addictions. Provides an education program and aftercare program. .... Phone 780-471-2996

**The Salvation Army**

Offers a variety of substance abuse services including residential treatment programs for men and women 18+. .... Phone 780-424-9222



**Addiction Recovery Social and Recreational Programs**  
Alano Club, 10728 124 Street, provides a gathering space for AA and other 12-step members and their friends and family. Offers a coffee shop and social activities.  
**Phone 780-423-1807**

**MENTAL HEALTH RESOURCES****Alberta Health Services***Community Urgent Services and Stabilization Team (CUSST)*

Provides 24 hour assessment and stabilization services to adults experiencing a mental health crisis. Services include crisis response (phone or mobile) and short-term clinic, community, or home based stabilization services. Available to individuals, family members, and agencies dealing with emotional/psychiatric crisis..... Phone 780-342-7777 (24 hours)

*Child and Adolescent Mental Health Intake Services*

Central intake for children's mental health services. Provides a comprehensive mental health screening, and makes recommendations to youth and/or caregivers about treatment options. Referrals are accepted for children ages 4.5 to 18 who have a mental health issue. .... Phone 780-342-2701

*Community Mental Health Clinic (Adults Only)*  
3rd Floor, 9942 108 Street

Provides services to adults suffering from chronic and severe mental illness. .... Phone 780-342-7700

**Bissell Centre**  
10530 96 Street

Provides supports for individuals with mental health concerns to address their daily living needs, and helps in reducing barriers to meet economic, social, and personal needs. Includes advocacy, court supports, and referral to resources..... Phone 780-423-2285 Ext. 166

**Boyle McCauley Health Centre**  
10628 96 Street

Offers mental health services as well as other health services to Edmonton's inner city residents. Includes assessment, consultation, treatment, counselling, crisis intervention, advocacy, and psychiatric assessments. .... Phone 780-422-7333

**Canadian Mental Health Association - Edmonton Region**

300, 10010 105 Street

Provides life skills training, leadership training, social and recreational opportunities, and a day program. Also offers affordable housing for people with mental illness and/or low income. .... Phone 780-414-6300

**CASA Child, Adolescent and Family Mental Health**

Eastwood School, 12023 81 Street

Provides mental health services for children and youth, and their families. Includes treatment and education, referral, therapy, academic support, community outreach, and social skills groups. Referral required from the Children's Mental Health Intake (CMHI) Office for most programs..... Phone 780-342-2701(CMHI Office)

**Kids Help Phone**

Offers a 24 hour, free, anonymous, and confidential telephone and web counselling service for youth and children in Canada. .... Phone 1-800-668-6868 (24 hours)  
Website [kidshelpphone.ca](http://kidshelpphone.ca)

**Mental Health Patient Advocate**

12th Floor, 10035 108 Street

Accepts and investigates complaints regarding concerns under the Mental Health Act..... Phone 780-422-1812

**Misericordia Community Hospital**

16940 87 Avenue

Offers general psychiatric beds. Provides holistic assessment and treatment for people suffering from acute episodes of mental illnesses such as psychoses, depression, manic depression, anxiety disorders, personality, and impulse control disorders. Outpatient support groups available for former inpatients only..... Phone 780-735-2720

**Organization for Bipolar Affective Disorders Society**

Mood Disorders Support Group  
0651, Grey Nuns Community Hospital  
1100 Youville Drive

Support groups for individuals and their families affected by Bipolar Affective Disorder, Depression, and Schizoaffective Disorder. .... Phone 780-451-1755

**MENTAL HEALTH RESOURCES** *(continued)*

**Schizophrenia Society of Alberta**  
5215 87 Street

Support and education for family members, loved ones, and caregivers of individuals living with schizophrenia and other related mental illness. .... Phone 780-452-4661



**Canadian Mental Health Association - Edmonton Region**

**Distress Line**

Provides a 24 hour supportive listening and crisis intervention line for individuals coping with stressful situations (including loss, abuse, violence, and suicide). Does not subscribe to call display.

..... Phone 780-482-HELP (4357) (24 hours)

**Momentum Walk-In Counselling**

200, 9562 82 Avenue

Offers a drop-in education and support group for individuals with anxiety and depression to learn coping strategies, and a separate group for those with a bipolar diagnosis. Also provides a weekly support group for men on issues including parenting, relationships, managing stress, and more. .... Phone 780-757-0900

**MENTAL HEALTH LIVING SKILLS**

**Edmonton Addictions and Mental Health Community Linking Program**

Challenge By Choice

2-5, Bill Rees YMCA 10211 105 Street

Offers a recovery-focused program for youth and young adults (16 to 30 years old) who are living with a mental health concern. Teaches recreation and leisure skills, and developing social and personal development skills. .... Phone 780-700-2189

**Distinctive Employment Counselling Services of Alberta (DECSA)**

Assets for Success

11515 71 Street

Offers an employment program for adults with acute mental illness. .... Phone 780-474-2500

**EmployAbilities**

402, 10909 Jasper Avenue

Offers an employment centre, employment supports, and job skills training to people with visible or non-visible disabilities, medical conditions, and/or barriers to employment. .... Phone 780-423-4106

**Excel Society**, 500, 9707 110 Street

Offers assisted living, supportive independent living, and day and community access programs. Also offers a professional training program. .... Phone 780-455-2601

**On Site Placement (OSP)**

200, 10025 106 Street

Offers job placement, temporary employment, a drop-in employment resource centre, and one-on-one employment supports. .... Phone 780-488-8122

**Prosper Place Clubhouse**

215, 10106 111 Avenue

Offers a day program for people living with mental illness. Includes employment supports, social and recreational events, and activities. .... Phone 780-426-7861

**MENTAL HEALTH DROP-IN CENTRES**

**Edmonton People In Need Shelter Society**

Bridgeway Community Centre

9536 103 Avenue

Provides programs for all individuals with mental health concerns living within the inner city. Includes a medical clinic, dining room, laundry, shower, and recreation. .... Phone 780-424-6733

**Canadian Mental Health Association - Edmonton Region**

*Wellness Network*

400, 10025 106 Street

Provides an accessible, non-stigmatizing, recovery-focused resource for individuals to explore their personal wellness with a focus on strengths, choice, and empowerment. .... Phone 780-488-0851  
Website [wellnessnetworkedmonton.com](http://wellnessnetworkedmonton.com)

*Peer Connection*

300, 10010 105 Street

Offers a variety of wellness-oriented, peer-led social recreation during weekdays. .... Phone 780-414-6300

**HOARDING SUPPORT**

**Canadian Mental Health Association - Edmonton Region**

Hoarding Support , 300, 10010 105 Street

Offers a 2-hour drop-in support group, and 2-hour support program for people with hoarding issues. .... Phone 780-761-5693  
Phone 780-717-1745

**Sage Seniors Association**

This Full House  
15 Sir Winston Churchill Square  
Provides direct support to seniors who are struggling with compulsive hoarding behaviour. .... Phone 780-701-9005

**COUNSELLING**

**Boyle Street Community Services**

The Urban Counselling Network  
10116 105 Avenue  
Offers free, short-term counselling to inner city residents 18+ with low income. .... Phone 780-424-4106

**Catholic Social Services**

8212 118 Avenue  
Provides therapeutic counselling to individuals, couples, and families by clinical social workers or registered psychologists. Sliding fee scale available if not covered by extended health care benefits. .... Phone 780- 420-1970

**City of Edmonton Citizen Services**

Individual and Family Well-Being  
Provides free assessment, information, and referral to other agencies, and counselling to individuals, couples, families, or groups dealing with family issues or other life changes. Offered by social workers. .... Phone 780-496-4777

**Cornerstone Counselling Centre**

302, 10140 117 Street  
Offers therapeutic counselling to individuals, children, adolescents, couples, families, and groups for various issues. Sliding fee scale available. .... Phone 780-482-6215

**The Family Centre**

20, 9912 106 Street  
Provides counselling on a sliding fee scale to individuals, couples, families, and workplaces. Also offers workshops on parenting, anger, domestic violence, self-esteem, and more. .... Phone 780-424-6103






**PEER CONNECTIONS**

**Are you looking to meet new people?  
Have fun?  
Learn something new?**

**Are you looking to connect with others who understand what it is like to live with a mental illness?**

**Drop-in to Peer Connections!** Peer leaders create a safe, stigma-free space where you can enjoy friendship, share interests, and maybe pick up a new hobby.

Call Colin at **780-414-6302**.



***Did you know there are 7 dimensions which are key to finding life balance?***

Career & Academic, Environmental,  
Physical, Spiritual, Emotional,  
Financial, Social/cultural

Visit [www.WellnessNetworkEdmonton.com](http://www.WellnessNetworkEdmonton.com) to learn more about the 7 dimensions of the wellness wheel and to take the Wellness Quiz.

Meet with our Peer Navigators from 12pm - 4 pm, Monday through Friday. They can help you with the Wellness Quiz and searching for services to round out your Wellness Wheel.

**The Wellness Network**  
400 - 10025 106 Street NW  
P: 780-488-0851  
E: [info@wellnessnetworkedmonton.com](mailto:info@wellnessnetworkedmonton.com)



**HEALTH & WELL-BEING**

**COUNSELLING** *(continued)*

**Drop-In Single Session Counselling**

Offers free, one time, drop-in therapy on a first-come, first-served basis. Sessions are provided by intern therapists and focus on a single issue. Locations throughout Edmonton. Call ahead as hours may vary.



**Locations:**

*Canadian Mental Health Association - Edmonton Region*  
400, 10025 106 Street  
Monday 10:00am to 3:00pm  
..... Phone 780-414-6300

*Edmonton John Howard Society*  
401, 10010 105 Street  
Friday 10:00am to 3:00pm  
.....Phone 780-428-7590

*The Family Centre*  
20, 9912 106 Street  
Wednesday 10:00am to 7:00pm, Friday and Saturday 10:00am to 3:00pm  
..... Phone 780-424-6103

*The Pride Centre of Edmonton*  
10608 105 Avenue  
Monday to Friday 12:00pm to 7:00pm;  
Friday 12:00pm to 9:00pm  
..... Phone 780-488-3234

*Sage Seniors Association*  
15 Sir Winston Churchill Square  
Thursday 10:00am to 2:00pm  
.....Phone 780-423-5510

*West Edmonton Club*  
16030 104 Avenue  
Thursday 5:00pm to 7:00pm  
.....Phone 780-428-7590

*Jewish Family Services*  
100, 8702 Meadowlark Road  
Provides non-denominational therapeutic counselling on a sliding fee scale for individuals, couples, and families.  
.....Phone 780-454-1194

*Edmonton Healing Centre for Grief and Loss*  
100, 8702 Meadowlark Road  
Offers individual or group support for people who are grieving a loss of a loved one, or who are supporting others who are grieving. Fees vary. ....Phone 780-454-1194

**Psychologists' Association of Alberta Referral Service**

Provides a province-wide referral service to psychologists in the requested area of expertise. Not able to refer based on fee or sliding scale. Psychologists are not covered under Alberta Health Care..... Phone 780-428-TALK (8255)

**The Red Road Healing Society**

4225 118 Avenue  
Provides free, walk-in individual and family therapy sessions to Aboriginal peoples. .... Phone 780-471-3220

**University of Alberta**

Faculty of Education Clinical Services  
1-135, Education Centre North  
Offers counselling and assessment services to individuals, couples, and vocational counselling for adults. Also offers family therapy and play therapy for children. Service offered by students in graduate programs. Assessment and counselling fees apply. ....Phone 780-492-3746

**Momentum Walk-In Counselling**

200, 9562 82 Avenue  
Offers solution-focused therapy on a sliding fee scale in single 90-minute sessions by volunteer psychologists, social workers, and counsellors. Walk-ins welcome, but call ahead to find out wait times. Open 1:00pm to 7:00pm Monday to Thursday, and 10:00am to 2:00pm on Friday and Saturday. ....Phone 780-757-0900

**YWCA of Edmonton**

400, Empire Building, 10080 Jasper Avenue  
Provides individual, couple, and family counselling on a sliding fee scale by registered psychologists. Also offers play therapy for children, group sessions, crisis intervention, and referral services. .... Phone 780-970-6501

**If You Need Help Coping**

There are agencies available to support you as you work through your feelings and concerns. You may have to call several before you find one that is right for you. Services may be free, on a sliding scale (based on ability to pay), or full fee. Be sure to ask about fees when contacting the agency of choice.

**If you don't know where to start, call 211.**

**LIVING LIFE TO THE FULL**

*Want to know how to feel better, right now?*

Sleep better, feel happier, have more energy, gain confidence, get out more, enjoy better relationships, help others – learn all that in eight, enjoyable 90 minute sessions

*To find out more, call*  
**780-414-6300.**




Canadian Mental Health Association  
Edmonton  
Mental health for all

**GRIEF SUPPORT SERVICES**

**Pilgrims Hospice Society**

Counselling Services and Spiritual Care  
9808 148 Street

Offers bereavement support groups, individual counselling, and spiritual support. .... Phone 780-413-9801 Ext. 107

**South East Edmonton Seniors Association**

Bereavement Support  
9350 82 Street

Provides a drop-in a support group for seniors whose spouse has passed away. .... Phone 780-468-1985

**Canadian Mental Health Association - Edmonton Region**

Suicide Bereavement Support Services

Provides individual or group support for anyone who is grieving a loss to suicide. .... Phone 780-414-6300

**Jewish Family Services Edmonton**

Edmonton Healing Centre for Grief and Loss  
100, 8702 Meadowlark Road

Provides education as well as individual and group support to people grieving loss through death, or supporting others who are grieving. .... Phone 780-454-1194

**Cornerstone Counselling Centre**

302, 10140 117 Street

Offers personal grief counselling. .... Phone 780-482-6215

**CRISIS SUPPORT & HOTLINES**

**Alberta Health Services**

Community Urgent Services and Stabilization Team (CUSST) (Adult)

Offers a range of community-based integrated and recovery-focused assessments and stabilization services to people who are experiencing a mental health crisis. Services available to individuals, family members, and agencies dealing with emotional or psychiatric crisis..... Phone 780-342-7777 (24 hours)

**Children’s Mental Health - Crisis Line**

Provides immediate telephone support to children, adolescents, and their care providers. Weekdays 8:00am to 10:45pm; weekends 10:00am to 10:45pm..... Phone 780-427-4491

**Canadian Mental Health Association - Edmonton Region**

*Distress Line*

Provides a 24 hour supportive listening and crisis intervention line for individuals coping with stressful situations (including loss, abuse, violence, and suicide). .... Phone 780-482-HELP (4357) (24 hours)

*Suicide Bereavement Support Services*

Offers support for individuals, groups, couples, and families grieving a loss to suicide. Also provides debriefings for schools, agencies, community groups, or businesses after a suicide. .... Phone 780-732-6654

*Seniors’ Abuse Helpline*

Provides 24 hour, free, and confidential supportive listening, crisis intervention, and referrals for people coping with seniors’ abuse. May include seniors themselves, or concerned others. .... Phone 780-454-8888 (24 hours)



**HEALTH & WELL-BEING**

**CRISIS SUPPORT & HOTLINES** *(continued)*

**Kids Help Phone**

Offers a 24 hour, free, anonymous, and confidential telephone and web counselling service for youth and children 5 to 20 years old in Canada. Service offered by counsellors. Phone 1-800-668-6868 (24 hours)  
Website kidshelpphone.ca



**Kids Kottage Foundation**

Provides a 24 hour crisis line and emergency short-term childcare for children 0 to 10 years old during a family crisis to allow parents time to work on crisis issues. Offers a follow-up visitation program. ....Phone 780-944-2888 (24 hours)


**University of Alberta Students' Union**

Peer Support Centre  
2-707, Students' Union Building  
8900 114 Street

Provides support services and information to the university community, including information, support, referrals, and crisis intervention. Offers help face-to-face and by telephone. Fall/winter term (September to April) hours are Monday to Friday 9:00am to 8:00pm. Spring/summer term (May to August) hours are Monday to Friday 9:00am to 5:00pm. May to August services are by appointment only. ....Phone 780-492-HELP (4357)

**Sexual Assault Centre of Edmonton**

Provides a 24 hour, confidential, sexual assault crisis line for anyone affected by sexual violence, or anyone supporting someone affected by sexual violence. ....Phone 780-423-4121 (24 hours)




**DISTRESS LINE**

**780-482-HELP (4357)**

If you or someone you know is in crisis, you can call the Distress Line any hour of any day and we'll talk through it together.

- Available 24/7
- Confidential
- Non-judgemental
- Supportive



Canadian Mental Health Association  
Edmonton  
*Mental health for all*

**NOTES:**

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## Ideas for Coping with Grief

- Find community. It can be as big or small as you are comfortable with. It can include any of the following: friends, family, partners, pets, acquaintances, individuals who have experienced a similar loss, support group members, mentors, pastors, spiritual healers, and counsellors.
- Ask for help if you need it; it can be difficult to handle everyday tasks.
- Be gentle with yourself. Things will never be “the same” after a loss but know that you are not alone. There are others who can and will understand and share in your feelings.
- Let yourself cry and cry lots if you need to.
- Create art or write about the loss.
- Grieve when you can. It can be difficult to find time to grieve between jobs, school, or other everyday life events.
- Don’t let anyone define your experience for you. Let yourself feel angry if you’re angry; there are no bad or wrong ways to feel.
- If you’ve lost a loved one in your life, find ways to honour that person and their life. Honouring the loss could involve engaging in rituals with others or on your own.

Examples include baking their favourite dessert or gathering with people to share stories about the loved one.

- Seek counselling or therapy if you need more supports.
- Create your own ways of healing. Find what will work for you.

## IDEAS FOR SUPPORTING SOMEONE THROUGH GRIEF

- Check in and see what they need. It can be challenging to see someone grieving and many of us are at a loss of what to do or say, so just asking someone what they need is a thoughtful gesture that can help both you and the person who is grieving
- Be patient and understanding. Realize that sometimes people who are grieving may not know what they need. Sometimes you can gently ask a specific question such as “Do you need a hug?” Or “Do you need me to just sit with you in silence?” Also give room for the person grieving to say yes or no to your offers of help.
- When talking to someone, avoid saying “that must be really hard to deal with” or “you must be really sad.” Instead, let the person describe their own experience.
- Avoid minimizing another person’s experiences of grief by telling them “it could be worse” or “I know what that’s like.”
- Avoid cliché statements like “that person is in a better place” or “time heals all wounds.” They may undermine the person’s experiences.
- Listen. Taking the time to attentively listen to somebody shows them you care
- Support the grieving individual through the long term.
- Find ways to support yourself. It can be hard supporting someone else, and even more difficult if you are also grieving a loss.







# Individual & Family Life

**DOMESTIC & FAMILY VIOLENCE  
CRISIS LINES**

**Government of Alberta -  
Ministry of Human Services**

*Family Violence Info Line*  
Provides information about family violence programs and services, as well as advice and support. .... Phone 310-1818 (24 hours)

*Child Abuse Hotline*  
Provides a telephone line where suspected cases of child neglect or abuse can be reported  
..... Phone 1-800-387-KIDS (5437) (24 hours)

**SHELTERS**

**Alberta Council of Women’s Shelters**  
Maintains a list of women’s shelters in Alberta. Represents women’s shelters across the province on issues relating to domestic violence.  
..... Toll-free 1-866-331-3933 (Shelters Line)  
Website acws.ca

**Lurana Shelter Society**  
Provides a crisis line for women experiencing domestic violence. Offers temporary shelter for women with or without children who are fleeing abusive relationships. Assists with transportation. ...Phone 780-424-5875 (24 hours)

**Edmonton Women’s Shelter (WIN House)**  
Provides 24 hour supportive listening, referrals to crisis counselling, and legal resources to women experiencing domestic violence. Offers temporary shelter for women and their children who are fleeing abusive relationships. Assists with transportation ...Phone 780-479-0058 (24 hours)

**SUPPORT GROUPS**

**City of Edmonton Citizen Services**  
*Men’s Support Services - From Chaos to Peace*  
Offers a support group for men who have experienced mental, emotional, verbal, physical, or financial abuse from their partner. .... Phone 780-496-4777

*Women’s Support Services*  
Offers a drop-in support group for women experiencing domestic violence. .... Phone 780-496-4777

*Women’s Support Services - Making Connections Group*  
Offers a registered group program in 3 phases for women who have experienced abuse in their intimate relationships. .... Phone 780-496-4777

*Islamic Family and Social Services Association*  
*Fostering Healthy Families - Serenity Group*  
*Sisters Helping Sisters*  
Offers a support group for female survivors of domestic violence. .... Phone 780-462-0772



**INTERVENTION & PREVENTION PROGRAMS**

**The TODAY Family Violence Help Centre**  
Provides face-to-face intake and assessments to those affected by family violence. Offers short-term (up to 4) sessions to support immediate/crisis needs of people experiencing family violence. Resource workers work with clients to identify needs and facilitate referrals to programs and services. .... Phone 780-455-6880

**Edmonton John Howard Society**  
Family Violence Prevention Centre  
401, 10010 105 Street  
Provides information and support to people affected by family violence including court support, advocacy, outreach, referrals, and donated furniture. .... Phone 780-423-1635

**Centre for Public Legal Education Alberta (CPLEA)**  
Connects Albertans to legal information and resources.

**WillowNet: Abuse and the Law in Alberta**  
Offers information about Canadian laws to victims of violence in intimate relationships, and their supporters. .... Website willownet.ca



**Looking for court-approved family violence programs?**  
Call 211 for more information.



**INDIVIDUAL & FAMILY LIFE**

**LEGAL RESOURCES**

Legal problems? There are a number of agencies that deal with specific legal needs. Some provide legal information, others provide support dealing with the justice system.

**Alberta Human Rights Commission**

800, 10405 Jasper Avenue

Investigates complaints of discrimination so that conflict can be resolved according to the Human Rights, Citizenship, and Multiculturalism Act. Provides information and referrals. .... Phone 780-427-7661



**Alberta Human Services**

*Office of the Public Guardian and Trustee*

Provides direct guardianship services and support for private guardians of dependent adults who are unable to make personal, non-financial decisions for themselves. Also helps Albertans plan for a time when they may be unable to make their own personal decisions through a legal document called a personal directive.

4th Floor, 9942 108 Street... Phone 780-427-0017

*John E. Brownlee Building*

Suite 400S,  
10365 97 Street..... Phone 780-422-1868

**Alberta Justice and Solicitor General**

Provincial government department which promotes safe communities. Informs Albertans on the administration of justice. .... Phone 780-427-3441

**Community Correction Offices**

Offers community-based rehabilitative programs to offenders. Includes mental health, specialized treatment programs, education programs, and life skills training.

*Attendance Centre*

14605 134 Avenue ..... Phone 780-422-0359

*East Community Corrections Office*

2nd Floor,  
12781 50 Street..... Phone 780-427-4772

*North Community Corrections Office*

*(Young Offenders)*  
2088, 9499 137 Avenue ..... Phone 780-427-3371

*West Community Corrections Office*  
105, 17420 Stony Plain Road  
..... Phone 780-427-4686

**Resolution Services Information Services**

John E. Brownlee Building  
Suite 8124 10365 97 Street

Provides information on how to make a family law application, Child Support guidelines, and other areas of family law. Cannot give legal advice. .... Phone 780-415-0404

**Maintenance Enforcement Program (MEP)**

7th Floor, John E. Brownlee Building  
10365 97 Street

Acts as an intermediary or go-between for clients who have child or spousal support owed to them. .... Phone 780-422-5555

**ADR Institute of Alberta (ADRIA)**

Room CE 223A, Concordia University, Ralph King Athletic Centre, 7128 Ada Boulevard

Provides information for effective dispute resolution. Outlines the steps for choosing a mediator/arbitrator. Offers referrals to mediators and arbitrators. .... Phone 1-800-232-7214

**Centre for Public Legal Education Alberta (CPLEA)**

Connects Albertans to legal information and resources.

**Canadian Law and Modern Day Foreign Brides**

Offers legal information on laws facing foreign brides who wish to enter Canada via family class sponsorship. .... Website [lawforforeignbrides.ca](http://lawforforeignbrides.ca)

**LawCentral Alberta**

Offers general legal information and education. .... Website [lawcentralalberta.ca](http://lawcentralalberta.ca)

**Laws for Landlords and Tenants in Alberta**

Offers legal information for both tenants and landlords as it applies to renting in Alberta ..... Website [landlordandtenant.org](http://landlordandtenant.org)

**OakNet: Older Adult Knowledge Network**  
Offers information about how Canadian and Albertan laws protect and affect older adults. .... Website oaknet.ca

**WillowNet: Abuse and the Law in Alberta**  
Offers information about Canadian laws to victims of violence in intimate relationships and their supporters. .... Website willownet.ca

**Correctional Service Canada**  
Edmonton Parole Office  
2nd Floor, 9530 101 Avenue Provides information on parole. .... Phone 780-495-4900

**Dial-A-Law**  
Provides pre-recorded tapes giving general legal information on topics including consumer, courts, criminal, employment, family, immigration, landlord/tenant, real estate, wills, estate, and youth and the law. .... Phone 1-800-332-1091 (24 hours)

**Edmonton Community Legal Centre (ECLC)**  
2nd Floor, 10115 100A Street  
Provides free legal services, information, and education to low-income Edmontonians for civil and administrative law. Deals with matters related to income support applications and appeals (AB Works, AISH, EI, CPP, and OAS), landlord and tenant issues, employment, small claims, debt, immigration, and human rights. Does not deal with family or criminal law matters. .... Phone 780-702-1725

**Edmonton John Howard Society**  
101, 10010 105 Street  
Provides support and services to people affected by the criminal justice system including services for offenders/ex-offenders, their families and victims. Does not provide legal counsel. .... Phone 780-428-7590

**Family Violence Prevention Centre**  
Domestic Violence Complainant Program  
Level 2, Provincial East, 1A Sir Winston Churchill Square  
Assists victims of domestic violence who are required to appear in domestic violence docket or trial courts. .... Phone 780-422-0721

**Edmonton Seniors Centre**  
Legal Clinic  
Main Floor, 11111 Jasper Avenue  
Offers a monthly legal clinic for adults 55+. Fees vary. .... Phone 780-342-8625

**The Elizabeth Fry Society of Edmonton**  
4th Floor, Law Courts Building 1A Sir Winston Churchill Square  
Offers support to women in conflict with the law. Does not provide legal counsel.



*Courtworks - Court Protocol Education*  
Provides information sessions about courtroom procedures and terminology for those who are to appear in court. .... Phone 780-422-4775

*Courtworks - Court Assistance for Female Youth*  
Provides court assistance for female youth. Matches a youth with a long-term mentor to provide support and advocacy. .... Phone 780-421-1171

*Courtworks - Adult, Youth and Family Courts*  
Provides assistance by staff and trained volunteers for those attending Adult, Youth and Family Provincial Docket Court. .... Phone 780-422-4775

**Filipino Society for Growth and Change (FSGC)**  
Paralegal Services  
Prepares affidavits, helps find lawyers, and translates Filipino dialects to English. .... Phone 780-406-0828

**Landlord and Tenant Advisory Board**  
Nova Plaza  
8904 118 Avenue  
Provides basic information of interest to residential landlords and tenants. Includes mediation, forms, and advice. .... Phone 780-496-5959 (Information)

**Law Society of Alberta**  
Lawyer Referral Service  
Provides the name of lawyers practicing the required type of law. Full fees apply after free interview. .... Phone 1-800-661-9003  
Website lawsociety.ab.ca



## INDIVIDUAL & FAMILY LIFE

### LEGAL RESOURCES *(continued)*

#### Legal Aid Alberta

Edmonton Legal Service Centre  
300, 10320 102 Avenue

Offers legal services at reduced cost to those who qualify. Deals with criminal and family law matters. .... Phone 1-866-845-3425

#### Mediation and Restorative Justice Centre

10066 151 Street

Provides conflict resolution services for neighbours, community organizations, and those impacted by crime.... Phone 780-423-0896

#### Student Legal Services of Edmonton

Emily Murphy House, 11011 88 Avenue

Provides free legal information and assistance (but not advice) on certain areas of civil law, family law, and criminal law to the low-income community in Edmonton. Locations may vary.....Phone 780-492-2226  
Phone 780-492-8244 (Civil & Family Law)  
Phone 780-425-3356 (Criminal Law)

### LGBTQ (LESBIAN, GAY, BISEXUAL, TRANSGENDER, AND QUEER) RESOURCES

#### COMMUNITY CENTRES & SUPPORT

#### Institute for Sexual Minority Studies and Services (ISMSS)

5-192, Education Centre North  
11210 87 Avenue, University of Alberta

#### Camp fYrefly

Provides a summer leadership retreat for sexual and gender minority youth, and allied youth. .... Phone 780-492-4909

#### Family Resilience Project - Counselling

Offers free, short-term counselling to youth 13 years and older, and their families, on sexual orientation and gender identity issues..... Phone 780-492-0772

#### Family Resilience Project - Parents, Families, and Friends of Lesbians and Gays Group

Offers a monthly support group for friends and family of sexual and gender-minority youth. .... Phone 780-248-1971

#### Family Resilience Project - Trans and Gender Questioning Peer-to-Peer Social/Support Group

Provides a monthly support group for transgender and gender-questioning youth. .... Phone 780-248-1971

#### Pride Centre of Edmonton

10608 105 Avenue

#### Counselling

Offers free, short-term, solution-focused counselling on issues related to sexual and/or gender minorities..... Phone 780-488-3234

#### Drop-in Community Centre

Offers a community drop-in centre for people of all sexual orientations/expressions and gender identities/expressions to be themselves, find support, meet new people, and be part of a community..... Phone 780-488-3234

#### Pride Centre of Edmonton

Pride Youth

Offers youth an opportunity to spend time outdoors and participate in recreational activities..... Phone 780-488-3234

#### Women's Social Circle (WoSC)

Offers a social support group for female-identified adults in the LGBTQ+ community..... Phone 780-488-3234

#### University of Alberta Students' Union

The Landing  
0-68A, Students' Union Building, lower level  
8900 114 Street, University of Alberta

Offers a student space that provides support for gender and sexual diversity. Includes support groups, social groups, family support groups, peer mentorship, education, and awareness. .... Phone 780-492-4949

#### CRISIS AND VIOLENCE SUPPORT

#### Family Violence Info line

Provides information about family violence programs and services, as well as advice and support. .... Phone 310-1818 (24 hours)



**Sexual Assault Centre of Edmonton**  
Diversity Outreach

Provides outreach to people of diverse communities including seniors, immigrants, sexual minorities, people who are gender variant, and others that are affected by sexual abuse and assault. Services include information, support, court accompaniment, and counselling (including for individuals who experienced sexual violence during a time of armed conflict).  
..... Phone 780-423-4121 (24 hours)

**Canadian Mental Health Association - Edmonton Region**

**Distress Line**

Provides a 24 hour supportive listening and crisis intervention line for individuals coping with stressful situations (including loss, abuse, violence, and suicide). Free and confidential.  
..... Phone 780-482-HELP (4357) (24 hours)

**The TODAY Family Violence Help Centre**  
Specialized Domestic Violence Support for LGBTQ Communities

Offers up to 4 sessions of support to individuals in the LGBTQ communities who are affected by domestic violence. .... Phone 780-455-6880

**SHELTERS**

**E4C**

Women’s Emergency Accommodation Centre (WEAC)  
9611 101A Avenue

Provides emergency accommodation for homeless women. Includes shelter, meals, help with medications, and basic outreach support. Transgender women welcome..... Phone 780-423-5302

**Youth Empowerment & Support Services (YESS)**

Nexus (Youth Shelter)  
9310 82 Avenue

Provides homeless youth 15 to 24 years of age with shelter, food, clothing, and referrals to other community resources. Open to transgender youth.....Phone 780-468-7070

**HEALTH**

**Alberta Health Services**

Sexually Transmitted Infections Clinic  
Provides free and confidential walk-in testing, counselling, and treatment of all STIs, including HIV infection and AIDS. Ages 14+. Alberta Health Care card not required.

**Edmonton General Hospital**

3B20, 11111 Jasper Avenue  
Monday 8:30am to 5:00pm, Tuesday 9:45am to 5:00pm, Wednesday & Thursday 8:30am to 6:00pm, Friday 8:30am to 5:00pm  
.....Phone 780-342-2300

**East Edmonton Health Centre**

7910 112 Avenue  
Monday & Friday 1:00pm to 4:00pm  
.....Phone 780-342-4733

**Jasper Avenue Clinic**

11745 Jasper Avenue  
Tuesday 11:00am to 1:00pm,  
Thursday 2:00pm to 4:00pm  
Walk-in service for gay and bisexual men, and for men who have sex with men.

**STI and Health Advice**

Offers free and confidential information about sexually transmitted infections (STIs) and HIV. ....Toll-free 8-1-1 (24 hours)

**Covenant Health**

Psychiatric Outpatient Clinics  
Provides gender identity counselling. Referral from a physician is required. There is a wait list. .... Phone 780-735-7119

**The Elizabeth Fry Society of Edmonton**

Sexually Transmitted Infections Testing  
10523 100 Avenue  
Provides free sexually transmitted infections (STI) testing and treatment referrals for women on the 3rd Monday of each month from 2:00pm to 3:30pm. Transgender-friendly. ....Phone 780-784-2205

**HIV Edmonton**

9702 111 Avenue  
Offers support, prevention, and information for individuals living with or affected by HIV..... Phone 780-488-5742



## INDIVIDUAL & FAMILY LIFE

### PARENT LINK CENTRES

Provides support to parents to help their children develop and arrive at school ready to learn. At an Alberta Human Services Parent Link Centre, parents can access information about community services, obtain referrals, meet other parents and families, and take part in learning activities with their children.



#### Parent Link Centres Online Lookup

Offers information about becoming a parent, promoting a healthy pregnancy, locating and choosing childcare, various health issues, communication, discipline, and information about child development. Also provides an online directory of centres across Alberta. .... Website [parentlinkalberta.ca](http://parentlinkalberta.ca)

#### Locations:

*Bent Arrow Traditional Healing Society - Aboriginal Parent Link Centre (Central)*  
11666 95 Street.....Phone 780-474-2400

*Institut Guy Lacombe de la Famille (Francophone)*  
114, 8627 91 Rue NO  
(rue Marie-Anne Gaboury) .. Phone 780-468-4882

*Jasper Place Child and Family Resource Society (West)*  
16811 88 Avenue ..... Phone 780-489-2243

*KARA Family Resource Centre (Northeast)*  
6717 132 Avenue ..... Phone 780-478-5396

*Family Futures Resource Network (Southeast)*  
Millhurst: 5704 19A Avenue  
Millbourne: 3756 78 Street  
Knottwood: Ekota One Complex,  
1733 Mill Woods Road  
Westbrook: 25 Fairway Drive  
.....Phone 780-413-4521

*Norwood Child and Family Resource Centre (North Central)*  
Robert J. Scott School, 11610 38 Street  
.....Phone 780-670-1180

#### Surrounding Edmonton:

*Leduc Regional Parent link Centre*  
..... Phone 780-955-4598  
Toll-free 1-866-979-2686

*Parkland Parent link Centre*  
..... Phone 780-963-0549

*Native Counselling Services of Alberta*  
Aboriginal Parent Link Centre  
5413 51 Street,  
Stony Plain ..... Phone 780-963-7200

### OTHER PARENTING RESOURCES

#### Bissell Centre

Family Support Services  
10527 96 Street

Provides information, resources, and supports to families who may be coping with issues associated with poverty, isolation, and lack of extended family or other supports..... Phone 780-423-2285

#### City West Childcare & Community Support Society

9915 148 Street

Provides a parental support program. Includes exchanging ideas, connection to community resources, field trips, and supervised education play for accompanying children. Also offers parenting workshops. ....Phone 780-451-5691

#### The Candora Society of Edmonton

262, Abbottsfield Mall  
3210 118 Avenue

Offers play groups, childcare, family literacy, and other parenting programs.  
.....Phone 780-477-5655

#### Dickinsfield Amity House

9213 146 Avenue

Provides parenting workshops, family literacy programs, and events for families.  
.....Phone 780-478-5022

**SPECIAL NEEDS PROGRAMMING**

**Alberta Health Services**

Early Intervention Program

Offers home and community-based support and information to families in Edmonton who have a child from 0 to 3.5 years old or families in Westview who have a child aged 0 to 5 years old who has a diagnosed disability or developmental delay..... Phone 780-342-1707

**Catholic Social Services**

Fetal Alcohol Spectrum Disorder - Coaching Families

Assists families in their own home as they learn about and respond to the needs of their children who are affected by or are strongly suspected of being affected by Fetal Alcohol Spectrum Disorder (FASD).... Phone 780-975-4896 (Intake)

**Centre for Autism Services Alberta**

4752 99 Street

Provides family support, life skills, rehabilitation services, recreation, and social programs. Also offers a supportive preschool program for children 18 to 42 months, respite care, and summer camps for children and families affected by autism..... Phone 780-488-6600

**Connect Society - Deafness Education, Advocacy, and Family Services**

Early Childhood Services

Alberta School for the Deaf, 6240 113 Street

Provides daily, on-site preschool and kindergarten programming for children who have a hearing loss, or who are hearing children of deaf parents. .... Phone. 780-454-9581 Ext. 227

**Edmonton Disability services**

Family Support for Children with Disabilities (FSCD)

Provides parents with funding to access a range of supports and services that strengthen their ability to promote their child's healthy growth and development. Also assists with some of the extraordinary costs of raising a child with a disability. .... Phone 780-427-2817

**Edmonton Catholic schools**

Early Learning Preschool Program

Offers a faith-based, pre-kindergarten program to prepare for kindergarten. Provides specialized services for children with mild/moderate/severe delays and/or English as a Second Language (ESL). For ages 2.5 to 4.5 years..... Phone 780-638-6810

**Edmonton Public Schools**

Early Education and Learning

Offers a preschool program for children who have special education needs. Focuses on self-help, social skills, fine and gross motor development, cognition and speech, and language development. .... Phone 780-429-8000

**Getting Ready for Inclusion Today (GRIT) Program**

Early Childhood Program  
12852 141 Street

Provides a team of professionals to construct an individualized education program for children with special needs. .... Phone 780-454-9910

**CHILD DEVELOPMENT PROGRAMS**

**ABC Head Start Society**

Offers a comprehensive preschool and family support program for families with low incomes. Their goal is to prepare children for a successful education experience in partnership with their family and community. Multiple locations. .... Phone 780-461-5353

**E4C**

Early Head Start

Offers an early childhood parent support program for low-income families. Includes a weekly parent support group for parents to learn about child development, hear guest speakers, and share information and resources. Also offers a playgroup and regular home visits. Program hours vary. Multiple locations. .... Phone 780-426-3666 Ext. 221





## INDIVIDUAL & FAMILY LIFE

### LITERACY

#### Boyle Street Community Services

Water Wings  
10116 105 Avenue

Offers a literacy and employment readiness program to support clients to improve reading and writing skills and get help preparing a resume, job searching, and preparing for interviews. .... Phone 780-424-4106

14021 Victoria Trail  
..... Phone 780-424-4106 Exts.344&355

#### Centre for Family Literacy

Adult Literacy Tutoring  
11642 142 Street

Offers an adult tutoring program to learn literacy skills one-on-one with a trained volunteer tutor. Includes small group workshops and social opportunities. Available at Edmonton Public Libraries and at the centre..... Phone 780-421-7323

#### NorQuest College

Literacy and Essential Skills Program  
10215 108 Street

Offers programs designed to help build essential literacy skills, including reading, writing, and spelling. Also offers programs to improve speaking, math, and computer skills. Fees vary; loans and grants may be available. .... Phone 780-644-6000

#### PALS - Project Adult Literacy Society

Literacy Tutoring  
41, 9912 106 Street

Offers one-on-one tutoring for adults who have difficulties reading and writing printed information. .... Phone 780-424-5514

#### The Learning Centre Literacy Association

Adult Literacy and Tutoring  
Abbottsfield Mall  
218, 3210 118 Avenue

Offers reading, writing, and math groups, and tutoring for adults. Available at various locations. .... Phone 780-429-0675

### CHILDCARE

#### SUBSIDY

#### Alberta Human Services

Childcare Subsidy

Provides financial assistance to eligible low to middle-income families with the cost of childcare fees. Provides assistance for families using:

- licenced daycare centres
- licenced group family childcare
- approved family day homes
- licenced out-of-school care centres
- licenced preschools
- approved early childhood development programs

..... Phone 780-644-9992  
Toll-free 1-877-644-9992

#### CHILDCARE LISTINGS

#### Government of Alberta - Ministry of Human Services

Childcare Lookup Tool

Provides a list of licenced childcare facilities and family day home agencies throughout Alberta. Information provided includes:

- location
- ages of children served
- number of children that can be served in the program
- the program's accreditation status
- recent inspection results

..... Website [humanservices.alberta.ca/oldfusion/ChildCareLookup.cfm](http://humanservices.alberta.ca/oldfusion/ChildCareLookup.cfm)

#### CRISIS CHILDCARE

#### Kids Kottage Foundation

10107 134 Avenue

Offers a 24 hour crisis nursery for families during crisis to allow parents time to work on issues. Also offers a crisis line, FASD respite, and parenting program. ... Phone 780-944-2888  
(24 hour Crisis Intake Line)



**NON-PROFIT CHILDCARE**

**Bissell Centre**

Early Childhood Development Program  
10527 96 Street

Provides free drop-in childcare for newborns to age 5, to give parents time to access other services, interview for a job or attend appointments. Limited to one day a week or on a more frequent temporary basis in some situations. Reserve 1 or 2 days in advance. .... Phone 780-423-2285 Ext. 162

**Beverly Day Care Society and Family Resource Centre**

11809 48 Street

Offers drop-in childcare for newborns to age 6. Space is limited, phone ahead to confirm availability..... Phone 780-477-1151

**Community Options - A Society for Children and Families**

Edmonton Northwest Child Care Centre  
12823 116 Avenue

Provides a non-profit daycare for children. .... Phone 780-454-6353

**Jasper Place Child and Family Resource Society**

Main Floor, 16811 88 Avenue

Provides full-time childcare for children 1 to 6 years old. Parents must be working or going to school. There may be a waiting list. .... Phone 780-489-2243

**Lansdowne Child Care and Family Centre**

12323 51 Avenue

Provides educational programming for children. .... Phone 780-437-5654

**Primrose Place Family Centre**

6311 92 Avenue

Offers childcare programs for children 1 to 6 years old..... Phone 780-469-0663

**Norwood Child and Family Resource Centre**

Parent Relief Service  
9516 114 Avenue

Offers an early childhood development program for children ages 0 to 5. Parents can attend workshops, explore the community, or go to personal appointments while their child is in care..... Phone 780-471-3737

**The Candora Society of Edmonton**

Discovery Centre  
210, Abbottsfield Mall, 3210 118 Avenue

Offers a free licenced child development facility where parents receive childcare while attending Candora programs. Also offers drop-in childcare for parents to deal with issues in their lives such as appointments and stress.....Phone 780-477-5655

**YMCA of Northern Alberta**

Offers daycare and out-of-school care service for children 0 to 12 years at various locations..... Phone 780-429-9622



**SENIORS RESOURCES**

**FINANCIAL BENEFITS & PENSIONS**

**Alberta Blue Cross**

Coverage for Seniors  
10009 108 Street

Provides premium-free Alberta Blue Cross for health-related services not covered by the Alberta Health Care Insurance Plan. .... Phone 780-498-8000

**Alberta Health**

Seniors Services  
Argyll Centre, 6325 Gateway Boulevard

This is the provincial government department responsible for supporting the well-being and independence of Alberta's seniors and providing support for lower-income seniors and individuals with special needs. Includes:

- Special needs assistance for seniors
- Assistance for low-income seniors with unexpected or one-time extraordinary expenses such as replacing a major appliance or a furnace, repairing a roof, or other essential home repairs. May assist with some medical expenses. .... Phone 780-644-9992  
(Alberta Supports Contact Centre)  
Toll-free 1-877-644-9992

**Service Canada**

Income Security Programs Administers the Canada Pension Plan, and is responsible for the Old Age Security pension, Guaranteed Income Supplement, Allowance, and Allowance for the Survivor..... Toll-free 1-800-277-9914  
Toll-free (French) 1-800-277-9915

**INDIVIDUAL & FAMILY LIFE**

**SENIORS RESOURCES** *(continued)*

**Veterans Affairs Canada**

940, Canada Place  
9700 Jasper Avenue

Provides benefits to eligible veterans, their dependents, and survivors.

..... Toll-free 1-866-522-2122  
Toll-free (French) 1-866-522-2022  
Crisis Help Line 1-800-268-7708



**SENIORS HOUSING**

**Alberta Seniors Communities and Housing Association**

Provides a free online seniors housing directory and information on choosing a residence. Residence types range from independent living to supported living but do not include long-term care facilities such as nursing homes and auxiliary hospitals. ....Website ascha.com

**Canada Mortgage & Housing Corporation**

Accessible and Adaptable Housing  
210, 10405 Jasper Avenue

Provides information on minor home adaptations for age-related challenges. Offers Maintaining Seniors' Independence: A Guide to Home Adaptations..... Phone 780-423-8700  
Toll-free 1-800-668-2642

**GEF Seniors Housing**

14220 109 Avenue  
Offers affordable and secure housing and services at various locations for seniors.  
..... Phone 780-482-6561

**Operation Friendship Seniors Society**

9526 106 Avenue  
Provides a housing registry for seniors in the inner city. Assists clients with moving and provides follow-up support. .... Phone 780-429-2626

**Sage Seniors Association**

Housing Information Services  
15 Sir Winston Churchill Square  
Provides information, referrals, and support for seniors seeking subsidized or non-subsidized housing. Does not provide emergency crisis housing or operate any housing. .... Phone 587-773-1764

**SENIORS TRANSPORTATION**

**Lifestyle Helping Hands Seniors Association**

10740 19 Avenue  
Offers transportation to seniors anywhere in Edmonton who cannot use DATS, buses, or cabs.

Membership is required, plus cost for each ride. 3 days' notice required.  
..... Phone 780-450-2113

**Operation Friendship Seniors Society Helping Hands**

9526 106 Avenue  
Provides services for inner city seniors including outreach, help with forms, housing registry, friendly visiting, and transportation. Also operates the McCauley Seniors Drop-In Centre which offers a gathering place for seniors for meals, socialization, recreation, and access to community resources. .... Phone 780-429-2626

**Society of Seniors Caring About Seniors (SSCAS)**

100, 6770 129 Avenue  
Connects seniors needing work done in and around the house with those who can do the work. Also provides transportation for seniors; 3 days' notice required. Serves Edmonton residents south of the river..... Phone 780-465-0311

**VIOLENCE & ELDER ABUSE**

**Catholic Social Services**

Elder Abuse Resource and Supports (EARS)  
Offers resources and support services to seniors who are abused or at risk of abuse.  
..... Phone 780-477-2929

**Seniors Protection Partnership**

Provides assessment, emotional support, information, and referral to seniors who are abused or at high risk of abuse. .... Phone 780-477-2929

**Filipino Society for Growth and Change (FSGC)**

Provides advocacy and shelter for seniors who are experiencing violence in the home. .... Phone 780-406-0828

**Sage Seniors Association**  
Seniors' Safe House

Provides temporary accommodation, supportive follow-up, and practical assistance to any adult 60+ who chooses to leave an abusive situation and is able to live independently..... Phone 780-702-1520

**Canadian Mental Health Association - Edmonton Region**

Seniors' Abuse Helpline

Provides support, information, and referrals for seniors who are being abused or to others concerned about a senior. (Not a reporting line)  
.....Phone 780-454-8888 (24 hours)

**SENIORS ADVOCACY**

**Alberta Council on Aging**

Increases understanding of the impact of aging and defines the needs of the aged and aging. Encourages and enhances active participation of the elderly. ....Phone 780-423-7781  
Toll-free 1-888-423-9666

**SENIORS CENTRES & ASSOCIATIONS**

**Alberta 55 Plus**

Promotes sport and recreation development for Alberta seniors 55+. Organizes the Alberta 55 Plus Games. ....Toll-free 1-855-955-7587

**Central Lions Seniors Association**

11113 113 Street

Provides programs and services to seniors 55+ in the areas of fitness and sport, crafts and hobbies, music and dance, health and wellness, computers, art, games, and general learning..... Phone 780-496-7369

**Edmonton Aboriginal Seniors Centre**

Cottage E, 10107 134 Avenue

Operates a drop-in centre and outreach services for Native seniors. Offers advocacy, outreach, and cultural events. Provides a social centre, transportation to the centre, craft classes, cultural and spiritual journeys, and foot care. All ages welcome..... Phone 780-476-6595

**Edmonton Seniors Centre**

Main Floor, 3Y, 11111 Jasper Avenue

Provides wellness programs for seniors 55+ including fitness, the arts, skills for various forms of dance and socializing, a lending library, thrift store, hot lunch, clinics for legal issues, information seminars, bus trips, and special events. Outreach program is provided to isolated seniors..... Phone 780-342-8625

**Indo Canadian Women's Association**

Seniors Conversational and Resiliency Skills Helps immigrant seniors 55+ to develop conversational skills, life skills, and social networks to better integrate into Canadian society. .... Phone 780-490-0477



**Jewish Family Services**

Seniors Making Age-Related Transitions (SMART)  
100, 8702 Meadowlark Road

Provides outreach and advocacy to Jewish seniors 65+. Includes assistance with accessing community services and transitions in health, housing, and family changes. ....Phone 780-454-1194

**Jewish Senior Citizen's Centre**

10052 117 Street

Provides services for seniors 55+. Includes drop-in and registered recreational classes, kosher meals, leisure activities and group outings, and social clubs. Phone 780-488-4241

**Mill Woods Seniors Activity Centre**

Edmonton Public Library - Mill Woods Branch  
201, 2610 Hewes Way

Offers a range of services to seniors 55+, to support independence and inclusion with recreational, social, health, and emotional needs. Offers outreach support to seniors including form completion, medical appointment transportation, language translation, advocacy, and access to nutritional and support groups..... Phone 780-496-2997

**Senior Information Phone Line**

Connecting Seniors to Supports and Services





**INDIVIDUAL & FAMILY LIFE**

**SENIORS CENTRES  
& ASSOCIATIONS** *(continued)*

**North Edmonton Seniors Association**

7524 139 Avenue

Provides recreational and social programs to seniors 55+ including computers, cameras, hobbies, fitness, the arts, and social experiences. Offers a denture, foot care, and hearing clinic as well as reflexology, craniosacral therapy, and massage..... Phone 780-496-6969



**North West Edmonton Seniors Society**

12963 120 Street

Provides activities, programs, and services to enable seniors 55+ to enjoy healthy and independent lives. .... Phone 780-451-1925

**Multicultural Women and Seniors Services Association**

Seniors Outreach

329 Woodvale Road West

Offers outreach support and assistance to seniors 55+. Includes hospital and home visits, form completion assistance, grocery shopping, meals at cost, and information and referral..... Phone 780-465-2992

**Operation Friendship Seniors Society**

9526 106 Avenue

Provides services for inner city seniors 55+ including outreach, help with forms, housing registry, friendly visiting, and transportation. Also operates the McCauley Seniors Drop-In Centre which offers a gathering place for seniors for meals, socialization, recreation, and access to community resources. .... Phone 780-429-2626

**Sage Seniors Association**

15 Sir Winston Churchill Square

Provides services to seniors 55+ and their families including information and referral, social services, advocacy, safe housing for abused seniors, and relocation services. Helps in applying for court-appointed guardianship and in locating seniors housing. Offers health, life enrichment, food services, social, and recreation programs.....Phone 780-423-5510

**Senior Citizen Opportunity Neighbourhood Association (SCONA)**

10440 84 Avenue

Provides supportive activities and outreach for seniors 55+ living in south Edmonton. Offers a drop-in program for seniors, recreation activities, a foot clinic, and intergenerational interactions. .... Phone 780-433-5377

**Society of Seniors Caring About Seniors (SSCAS)**

100, 6770 129 Avenue

Connects seniors 65+ who need work done in and around the house with those who can do the work. Also provides transportation for seniors with 3 days' notice. Serves Edmonton residents south of the river..... Phone 780-465-0311

**South East Edmonton Seniors Association (SEESA)**

9350 82 Street

Provides opportunities through social, recreational, educational, artistic, and health endeavors to promote and enhance the well-being of seniors 55+. .... Phone 780-468-1985

**Strathcona Place 55+ Centre**

10831 University Avenue

Provides support services, workshops, and education for seniors 55+. Includes a variety of recreational and leisure activities for seniors, including arts and crafts, fitness, games, meals, and social activities..... Phone 780-433-5807

**The Good Samaritan Society**

Offers continuing and long-term care as well as community services to individuals who are frail or live with chronic illness or disability. Services include respite care, rehabilitation, and support groups for residents and their families.....Phone 780-431-3600

**Westend Seniors Activity Centre**

9629 176 Street

Offers information and referrals for wellness and daily living assistance such as household cleaning, transportation assistance, and yard work. Offers recreational and social activities, and support networking for seniors 55+. .... Phone 780-483-1209

**ADULT, CHILD, AND FAMILY RECREATION**

Being involved in recreation and sports is a great way to stay healthy, and is part of a healthy lifestyle. Getting your children involved in recreation and sports helps build self-esteem and a sense of community. Physical activity improves physical and emotional health and contributes to long-term success.

**Boys & Girls Clubs Big Brothers Big Sisters of Edmonton & Area**  
Provides recreational, social, and education programs for children and youth. Fees are low and may be waived. ....Phone 780-424-8181

**The Candora Society of Edmonton**  
262, Abbottsfield Mall, 3210 118 Avenue  
Offers child and family recreational activities. ....Phone 780-477-5655

**Crystal Kids**  
8718 118 Avenue  
Provides an inner city drop-in centre for youth ages 6 to 17. It offers a gym for sports and recreation, homework help, literacy program, and food. Also offers programs for seniors. ....Phone 780-479-5283 Ext. 1

**Edmonton Sport Council Society**  
Helps connect parents and participants to groups that offer sports and recreational activities..... Phone 780-497-7678

**Hope Mission**  
Brightwood Ranch Camps  
Provides week-long faith-based camps for underprivileged children, ages 6 to 17, during the summer months. ....Phone 780-727-3840

**West Edmonton Christian Assembly**  
Kids Soccer  
Offers a community soccer program in west Edmonton for children in kindergarten to Grade 6. .... Phone 780-489-2579

**KidSport Alberta**  
Can help with registration fees for organized sports programs for children from financially challenged homes. Grants are issued to the sport organization on behalf of the child and are only available for activities with qualified instructors. Proof of income and referral from a teacher, school principal, coach, or social worker to verify need is required. .... Toll-free 1-888-914-KIDS (5437)

**Sport Central Association**  
11847 Wayne Gretzky Drive North  
Provides free new/used sporting equipment and bicycles for low-income families with children ages 4 to 17. Referral required from a teacher, coach, or referral agency. .... Phone 780-477-1166

**RECREATION FOR PEOPLE WITH DISABILITIES**

**Little Bits Therapeutic Riding Association**  
Offers recreational horseback riding with therapeutic benefit for children and adults with disabilities. ....Phone 780-476-1233

**Paralympic Sports Association**  
Offers recreation and sports opportunities for children, youth, and adults with a disability. .... Phone 780-439-8687

**The Steadward Centre for Personal & Physical Achievement**  
Offers programs for children, youth, and adults with disabilities. ....Phone 780-492-3182

**SENIORS RECREATION**

**Central Lions Seniors Association**  
11113 113 Street  
Provides programs to seniors in the areas of fitness and sport, crafts, music, dance, health and wellness, general learning, and more. .... Phone 780-496-7369

**Crystal Kids**  
8718 118 Avenue  
Offers seniors social programming. ....Phone 780- 479-5283

**Edmonton Seniors Centre**  
Main Floor, 11111 Jasper Avenue  
Provides wellness programs including art, fitness, dance, sports and games, computers and internet, and languages. .... Phone 780-342-8625

**Edmonton Aboriginal Seniors Centre**  
Cottage E, 10107 134 Avenue  
Operates a drop-in centre and outreach services for Native seniors. Provides soup and bannock, craft classes, cultural and spiritual journeys, music, games, and movies. .... Phone 780-476-6595



## INDIVIDUAL & FAMILY LIFE

### **North Edmonton Seniors Association**

7524 139 Avenue

Provides recreational and social programs to seniors. Includes computers, cameras, hobbies, fitness, arts, and social experiences. .... Phone 780-496-6969

### **North West Edmonton Seniors Society**

12963 120 Street

Provides activities, social clubs, and events for seniors. Activities include fitness classes, dances, games, and hobby groups. .... Phone 780-451-1925

### **Operation Friendship Seniors Society**

McCauley Seniors Drop-In Centre  
9526 106 Avenue

Operates a seniors' gathering place with meals, socializing, recreation, and access to community resources. .... Phone 780-408-2967

### **Sage Seniors Association**

15 Sir Winston Churchill Square

Offers a variety of daytime programs and activities for older adults including continued learning, fitness and recreation, yoga, dance, art, drama, special interest groups, and clubs..... Phone 780-701-9016

### **Senior Citizen Opportunity Neighbourhood Association (SCONA)**

10440 84 Avenue

Offers a drop-in program for seniors with activities such as cards, bingo, sewing, knitting, fitness, and special events..... Phone 780-433-5377

### **South East Edmonton Seniors Association (SEESA)**

9350 82 Street

Serves seniors who live in southeast Edmonton. Offers a wide range of activities and social programming such as art, computers, game clubs, dancing, and more. .... Phone 780-468-1985

### **Strathcona Place Senior Citizen Centre**

10831 University Avenue

Offers a variety of recreational and leisure activities for seniors, including arts and crafts, fitness, games, meals, and social activities. .... Phone 780-433-5807

## **EDMONTON PUBLIC LIBRARY (EPL)**

The library is a great place for leisure activities. Besides books, they have CDs, DVDs, audio tapes, toys, and programs for all ages. Many libraries have computer terminals for public use, which may come in handy when searching for jobs or other helpful resources.

To get your library card, you have to show ID and be over 18 years of age. If you are under 18, you must have a parent or guardian sign the registration forms. And the best part is library cards are free! Visit [epl.ca](http://epl.ca) or your nearest branch for more information.

### *Abbotsfield-Penny McKee*

3410 118 Avenue  
Phone 780-496-7839

### *Calder*

12522 132 Avenue  
Phone 780-496-7090

### *Cameron*

1-40, Cameron Library University of Alberta  
Phone 780-248-1662

### *Capilano*

201 Capilano Mall 5004 98 Avenue  
Phone 780-496-1802

### *Castle Downs*

106, Lakeside Landing 15379  
Castle Downs Road  
Phone 780-496-1804

### *Clareview*

3808 139 Avenue  
Phone 780-442-7471

### *Highlands*

6710 118 Avenue  
Phone 780-496-1806

### *Idylwylde*

8310 88 Avenue  
Phone 780-496-1808

### *Jasper Place*

9010 156 Street  
Phone 780-496-1810

### *Lois Hole*

17650 69 Avenue  
Phone 780-442-0888

### *Londonderry*

110, Londonderry Mall  
137 Avenue & 66 Street  
Phone 780-496-1814

### *Meadows*

2702 17 Street  
Phone 780-442-7472



*Mill Woods*  
2610 Hewes Way  
Phone 780-496-1818

*Riverbend*  
460, Riverbend Square - Rabbit Hill Road  
& Terwillegar Drive  
Phone 780-944-5311

*Sprucewood*  
11555 95 Street  
Phone 780-496-7099

*Stanley A. Milner (Downtown)*  
7 Sir Winston Churchill Square  
Phone 780-496-7000

*Strathcona*  
8331 104 Street  
Phone 780-496-1828

*Whitemud Crossing*  
145, Whitemud Crossing Shopping Centre  
4211 106 Street  
Phone 780-496-1822

*Woodcroft*  
13420 114 Avenue  
Phone 780-496-1830



### Benefits of Edmonton Public Library Membership

- Free, easy, and convenient access to computer services.
- Over 6.5 million items in physical and digital collections.
- Over 13,000 free programs and events available each year.
- Free research assistance
- Unlimited Wi-Fi access.
- An hour of daily computer use for Internet or word processing and printing services.

#### HOW TO GET A LIBRARY CARD

- EPL membership is free to all residents of Edmonton!
- If you live outside of Edmonton, there is a fee for membership. Instead, consider getting a library card in your local municipality and registering with [melibraries.ca](http://melibraries.ca) to gain access to content from library all over Alberta.
- Non-residents can enjoy membership as well, but are required to pay a fee. If this is you, consider getting a library card in your local municipality and registering with [melibraries.ca](http://melibraries.ca) to gain access to content from libraries all over Alberta!
- You can sign up online, or visit any branch with a valid ID to get started. If you are under 18, bring a parent or guardian with you.
- If you do not have a fixed address, or haven't had a chance to get an ID with your Edmonton address on it, you can still get

started with your membership. Just go to a branch and a staff member can help you!

#### INFORMATION ABOUT BORROWING

- EPL members can take up to 40 items out at a time!
- You can keep those items for up to three weeks before you need to bring them back. There are some exceptions. New and really hot items may only be available one at a time, for a single week instead of three.
- Return your items on time to avoid late fees. You can return your items to ANY location, not just the one you borrowed from. Many locations offer after-hours returns.
- You can renew items without returning them up to two times as long as your library card is current, you owe less than \$10 in late fees, and nobody else has requested that item.

#### OTHER LIBRARY BENEFITS

- EPL hosts over 13,000 programs and events each year. These include educational workshops, movie nights, and art exhibitions.
- The Stanley A Milner branch hosts EPL's Makerspace, a creative and collaborative environment where ideas are shared, and almost anything can be created. Staff can help you print your own book, design a website, convert old VHS tapes to DVDs, or play some XBOX.
- All events and EPL's Makerspace are free! You don't even have to be a member.



## INDIVIDUAL & FAMILY LIFE

### CONTINUING EDUCATION

Lifelong learning is an excellent way to keep your mind active. Check out these agencies to find classes and workshops of interest.

#### **Edmonton Lifelong Learners Association**

2-936B, Enterprise Square  
10230 Jasper Avenue

Offers non-credit courses and other learning opportunities to adults 50+.

Includes painting and drawing, art history, archaeology, music, and more. .... Phone 780-492-5055

#### **Edmonton Public Schools**

Metro Continuing Education

Provides personal and professional adult continuing education both in-class and online. .... Phone 780-428-1111

#### **MacEwan University**

Offers non-credit courses for personal or professional development.  
..... Phone 780-497-4400

#### **Minerva Senior Studies Institute**

For adults 50+. Provides courses to enrich lifelong learning ranging from art to computers to writing, and more. .... Phone 780-497-4400

#### **NorQuest College**

10215 108 Street

Provides diploma and certificate programs on a variety of topics, as well as continuing education and professional development. .... Phone 780-644-6000

#### **NAIT**

11762 106 Street

Offers continuing education courses in a variety of subjects and areas.....Phone 780-471-6248

#### **University of Alberta Faculty of Extension**

10230 Jasper Avenue

Provides a range of continuing education opportunities. Subjects include arts, communications, sciences, and more. .... Phone 780-492-3116

### STUFF TO DO & THINGS TO SEE

There are many great things to see and do in the city. One of the highlights of Edmonton is the river valley and other public parks where you can enjoy picnics, bike riding, hiking, and photography. For information on city services and events, call 311.

You may want to check out these places as well:

#### **City Arts Centre**

10943 84 Avenue

Offers courses in visual and performing arts, dance, crafts, hobbies, health and fitness, cooking, writing, and more. ....Phone 3-1-1 (24 hours)

#### **Legislative Assembly of Alberta**

##### **Legislature Building**

10800 97 Avenue

You can observe from the gallery when the government is in session; enjoy the park, fountains, and greenhouses; tour the government buildings or explore the exhibits displayed in the pedway..... Phone 780-427-7362  
Toll-free 310-0000 then 780-427-2826

#### **Fort Edmonton Park**

7000 143 Street

Corner of Whitemud Freeway and Fox Drive

Maintains a living history museum that traces the growth and development of Edmonton through four historical periods: the Fort, 1885 Street, 1905 Street, and 1920 Street.....Phone 3-1-1 (24 hours)  
Phone 780-423-4069 (Facility Bookings)

#### **John Janzen Nature Centre**

7000 143 Street

Corner of Whitemud Freeway and Fox Drive  
Offers displays, nature walks, and courses related to wildlife. Has nature, craft, and family programs. Operates the Nature Line to answer nature-related questions. ....Phone 3-1-1 (24 hours)  
Phone 780-442-1443 (Nature Line)

#### **John Walter Museum**

9180 Walterdale Hill

Offers programs and camps for all ages to learn about Edmonton's past and pioneer living. ....Phone 3-1-1 (24 hours)



**Muttart Conservatory**

9626 96A Street

Features displays of more than 700 species of plants in arid, temperate, and tropical climates.....Phone 3-1-1 (24 hours)

**Edmonton Valley Zoo**

13315 Buena Vista Road (87 Avenue)

Home to over 350 animals in various climates and habitats. ....Phone 3-1-1 (24 hours)

**ART GALLERIES**

Browse through one of Edmonton’s art galleries and enjoy art from around the world. Many of the galleries are free or low-cost. For a complete list of galleries in Edmonton look in your Yellow Pages under “Art Galleries & Dealers”.

**Art Gallery of Alberta**

2 Sir Winston Churchill Square

Offers art exhibitions, open studio drop-in, workshops, films, Art for Lunch, and more. Free admission on the last Thursday of every month from 6:00pm to 9:00pm. .... Phone 780-422-6223

**Fine Arts Building Gallery**

1-1 Fine Arts Building, University of Alberta  
112 Street and 89 Avenue

Offers free art exhibits that change on a monthly basis by the university community as well as historical artists. ....Phone 780-492-2081

**Latitude 53 Society of Artists**

10242 106 Street

Offers an art gallery that features work from contemporary artists. Free admission; donations accepted. .... Phone 780-423-5353

**MUSEUMS/TOURS**

**Alberta Aviation Museum**

11410 Kingsway Avenue

..... Phone 780-451-1175

**Alberta Railway Museum**

24215 34 Street

May to September weekends only.  
.....Phone 780-472-6229

**City of Edmonton Archives**

10440 108 Avenue

..... Phone 780-496-8711

**Edmonton Public Schools Archives and Museum**

10425 99 Avenue

.....Phone 780-422-1970

**John Walter Museum - Kinsmen Park**

9180 Walterdale Hill

.....Phone 3-1-1 (24 hours)

**Royal Alberta Museum**

97 Street and 103a Avenue

(Closed until late 2017.)

..... Phone 780-453-9100

**Rutherford House**

11153 Saskatchewan Drive

.....Phone 780-427-3995

**Telephone Historical Centre**

Prince of Wales Armouries Heritage Centre

10440 108 Avenue ..... Phone 780-433-1010

**Telus World of Science**

11211 142 Street .....Phone 780-451-3344

**THEATRE / FILMS**

Many theatres offer discounted performances. Check for dress rehearsals, rush seat, and last-minute discounts.

**MacEwan University**

Theatre Arts

John L. Haar Theatre 10045 156 Street

Cost varies. Service fees may apply.  
..... Phone 780-420-1757 (Tix on the Square)

**University of Alberta**

Department of Drama / Studio Theatre

Offers walk-up tickets at the box office in the Timms Centre for the Arts (corner of 87 Avenue & 112 Street) one hour before each show. Cost varies. ....Phone 780-492-2495

**MUSIC**

**University of Alberta**

Department of Music

Locations and cost vary. Tickets available at the door or in advance. Service charges may apply. .... Phone 780-492-3263

Website [music.ualberta.ca](http://music.ualberta.ca)



## INDIVIDUAL & FAMILY LIFE

### MUSIC *(continued)*

#### **Edmonton Arts Council**

Tix on the Square Community Box Office  
Sir Winston Churchill Square 9930 102 Avenue  
..... Phone 780-420-1757  
Toll-free 1-877-888-1757

#### **MacEwan University** Music Department

Performance by students in the music program. Cost varies. Service fees may apply.  
..... Phone 780-420-1757 (Tix on the Square)



### Why Not Volunteer?

Volunteering is a great way for people of all ages to have fun, meet new people, and to help make their communities a great place to live.

#### THERE'S SO MANY BENEFITS:

- Build your resume. By volunteering you can demonstrate to future employers that you are a person who cares about your community!
- Learning new skills, and taking advantage of training offered by organizations.
- Volunteering can be a getaway to employment; you can show how you can fit into their team of volunteers and staff.
- Meeting new people and having fun!
- Improving sense of well-being by helping others.

At Canadian Mental Health Association - Edmonton Region (CMHA - Edmonton), we are grateful to our 287 volunteers who have donated over 18,000 hours of their time in roles such as:

- Distress Line Listener
- Information Booth Ambassador
- Event Logistics
- Administrative Support
- Event Committee Member
- Board Member
- Peer Leader

If you'd like to volunteer with CMHA - Edmonton, please visit us at [edmonton.cmha.ca](http://edmonton.cmha.ca).

In Edmonton, there are over 4000 non-profit organizations looking for volunteers.

To search for current volunteer postings in your community, visit [govolunteer.ca](http://govolunteer.ca).

For help finding volunteer opportunities that interest you, you can all call **211**.







**If a Job Search  
is in Your Future**



## First Job or New Job?

*What you need to know about employment standards.*

### HOW MUCH AND WHEN WILL I BE PAID?

The minimum wage in Alberta is:

- \$12.20 an hour for most employees
- \$486 a week for many salespersons, land agents and other specified professionals
- \$2,316 a month for domestic employees.

Your employer can pay you in cash, by cheque, or by direct deposit (putting payment directly into your bank account).

Your employer must establish a pay period to calculate your wages, overtime hours, vacation pay, and other details. Typical pay periods are once a week, every two weeks, or once a month. Your employer must pay you at least once a month and within 10 days of the end of each pay period.

### WHAT INFORMATION WILL BE ON MY PAY STUBS?

A pay stub (also called a pay slip or statement of earnings and deductions) is a record of what you have earned and what has been deducted from your earnings. An employer must give you a pay stub, regardless of how you are paid.

A pay stub must show:

- regular and overtime hours of work
- wage rate and overtime rate
- details of the earnings you've been paid; for example, vacation pay, holiday pay, and overtime
- deductions from earnings and the reason for each deduction
- time off instead of overtime pay
- period of employment covered by the pay stub

Check your pay stub as soon as you get it to make sure it's accurate. Keep your pay stubs. You may need them if there's a dispute between you and your employer or your employer goes out of business and owes you money.

### WHAT WILL BE DEDUCTED FROM MY PAY?

Employers are only allowed to make certain deductions from your pay. Some deductions are mandatory and some are optional.

Mandatory deductions may include:

- federal and provincial income tax
- Employment Insurance premiums (EI)
- Canada Pension Plan contributions (CPP)
- money authorized by a collective agreement, such as union dues
- deductions resulting from a judgment or court order

Other deductions, which you must approve in writing, may include:

- Medical and/or dental premiums
- Life insurance coverage
- Personal savings plans

Employers may not deduct money for cash shortages or loss of property, unless you have sole access to the cash or property. Employers may deduct money for other purposes, such as uniforms, parking or a coffee fund, but only if you sign a form allowing them to do so.

### WHERE AND WHEN IS THE SHIFT SCHEDULE POSTED?

Signing in and out of your shifts helps both you and your employer keep track of your hours of work. If you're not required to sign in and out, it's still a good idea to keep your own written record of the hours you work.

Your employer must tell you when to start and finish your work by posting schedules where employees can see them or by any other reasonable method. Your employer must notify you at least 24 hours before a shift change. If there is a shift change, you must be allowed at least eight hours of rest between shifts.

### WHAT SCHEDULED REST BREAKS AND WHAT DAYS OFF WILL I HAVE?

In each shift longer than five hours, you're entitled to at least 30 minutes of rest. This rest period can be one 30-minute break, two 15-minute breaks, or three 10-minute breaks. When you work a shift that is less than five hours, your employer does not have to provide a break.

Your employer must provide you with weekly rest days or days off. You must get one day of rest each week OR rest days as follows:



NUMBER OF CONSECUTIVE WEEKS WORKED	NUMBER OF CONSECUTIVE DAYS OF REST IN THE WEEKS WORKED
2	2
3	3
4	4

After 24 consecutive days of work, you must get at least four consecutive days off.

**ARE THERE ANY OTHER RULES I NEED TO KNOW ABOUT?**

Alberta’s Employment Standards Code

And Employment Standards Regulation are the minimum requirements for nearly all employers and employees in the province. Find out all you can about the conditions of your employment. Your employer may have an employee handbook or policy manual that states the rules or guidelines for dress codes and appearance, being late for work, missing a shift, and other workplace issues.

**AM I OLD ENOUGH TO WORK FOR YOU?**

If you’re 12, 13, or 14 years old, you can work in certain occupations, for example; as a retail clerk, a newspaper deliverer, or an office clerk or messenger. If you’re 15, 16, or 17 years old, there are also some restrictions about where and when you can work.

**WILL I WORK ON GENERAL HOLIDAYS?**

Alberta recognizes the following nine general holidays:

- New Year’s Day
- Alberta Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

If you’re entitled to general holiday pay and you work on that day, you will be paid your average daily wage plus time-and-a-half for every hour you work, or you may receive your regular wage for every hour you work plus a day off with pay. If you are entitled to general holiday pay and do not work on the holiday, you will receive at least your average daily wage as general holiday pay.

**EMPLOYMENT SUPPORTS**

**Alberta Human Services**

Alberta Supports Contact Centre  
 ..... Toll-free 780-644-9992  
 Intake (New Clients) ..... 780-644-9992  
 ..... Website [albertasupports.ca](http://albertasupports.ca)  
 Client Reporting Card Line ..... 1-866-232-0214

**Alberta Works Centre locations:**

*Edmonton City Centre*  
 10242 105 Street..... Phone 780-427-9674  
 TTY 780-422-0790

*Edmonton North*  
 2050, Northgate Centre  
 9499 137 Avenue ..... Phone 780-422-9440  
 TTY 780-427-1544

*Edmonton South*  
 Argyll Centre  
 6325 Gateway Boulevard.. Phone 780-644-2888  
 TTY 780-427-1569

*Edmonton West*  
 120, Meadowlark Health and Shopping Centre  
 15710 87 Avenue ..... Phone 780-415-8116

**Surrounding Edmonton:**

*Leduc*  
 4901 50 Avenue ..... Phone 780-980-0557

*Sherwood Park*  
 105, Tailor Made Business Centre  
 85 Cranford Way ..... Phone 780-464-7000  
 TTY 780-449-0712

*Spruce Grove (Parkland County)*  
 200, Westgrove Professional Building  
 131 1 Avenue ..... Phone 780-962-8681

*St. Albert*  
 Provincial Building  
 30 Sir Winston Churchill Avenue  
 ..... Phone 780-419-3907





Callers with a TTY Deaf or Hard of Hearing Relay can reach Alberta Government offices by dialing 780-427-9999 in Edmonton or 1-800-232-7215 in other locations throughout Alberta.



**EMPLOYMENT SUPPORTS** *(continued)*

**Alberta Job and Career Fairs**

Holds job fairs at Alberta Works Centre locations. Contact for dates and details. Bring copies of your resume and be prepared to be interviewed on site.

*Alberta Job Corps*  
11244 120 Street

Provides structured, supportive training and work experience for adults with a sporadic employment history who are receiving or are eligible for Income Support. Participants work and earn a wage while learning employment skills.....Phone 780-422-4011

**Job Order Bank Service**

Provides an online job bank and access to employment and career information and services throughout Canada. ....Phone 780-427-5627  
Toll-free 1-800-999-1546  
Website [jobbank.gc.ca](http://jobbank.gc.ca)

**Bredin Centre for Learning**

9th Floor, Harley Court Building  
10045 111 Street

Provides employment preparation and life skills workshops, as well as job search assistance to unemployed or under-employed adults..... Phone 780-425-3730

**Careers in Transition**

Lives in Transition

Offers a program for women whose primary barrier to employment is a history of domestic abuse. The end goal is employment, further education, or training. Includes counselling, academic upgrading, life management skills, and employment readiness. .... Phone 780-496-9224

**Distinctive Employment Counselling Services of Alberta (DECSA)**

11515 71 Street

Assists individuals who face employment barriers to find meaningful, paid work. Includes programs for transgender people, individuals who have been involved in prostitution, or people with mental illness. .Phone 780-474-2500

**Edmonton Mennonite Centre for Newcomers**

11713 82 Street

Provides programs and information for immigrants on self-employment, career counselling, training on-the-job, skills training, and profession and occupation-specific programs and courses. ....Phone 780-424-7709

**Old Strathcona Youth Society**

10325 83 Avenue

Offers in-house workshops on resume writing, interview skills, budgeting, and dealing with addictions. For youth 14 to 24 years. Also provides leisure and drop-in activities..... Phone 780-496-5947

**Service Canada**

Offers information to workers on job openings, labour market conditions, available training courses, and employment and immigration programs and services. Provides and processes applications for Employment Insurance (EI) and Social Insurance Numbers (SIN).

Call before arrival to ensure the Service Canada Centre offers the service you are looking for. ....Phone (bilingual)  
1-800-O-CANADA (622-6232)  
TTY 1-800-926-9105  
Website [servicecanada.gc.ca](http://servicecanada.gc.ca)

**Locations:**

*Canada Place (Central)*  
Main Floor, 9700 Jasper Avenue  
Bilingual service offered.

*Millbourne (South)*  
148, Millbourne Market Mall  
38 Avenue & Mill Woods Road  
Bilingual service offered.

*Hermitage Square (Northeast)*  
12735 50 Street

16826 107 Avenue (Northwest)

## Be prepared for behaviour - descriptive interviews

In your next job interview, the interviewers may ask you to describe a situation from your work history. When interviewers use this behavior-descriptive technique, they are assessing how you will perform in the future based on how you performed in the past.

### Examples: Tell me about a time when...

... you had to deal with a challenging problem

... your work or idea was criticized

... you had a problem working with others on a team project

... your schedule was suddenly interrupted

It's important that you recall the situation you're describing clearly and concisely and that your story reflects well on you as a potential employee.

### USING STARS TO DEVELOP DESCRIPTIONS

The STARS technique will help you clearly describe what you did and the results you achieved.

*Situation* - Describe the circumstances and the problem you faced.

*Task* - Explain what you needed to do, why you needed to do it, and the challenges involved.

*Action* - Describe the actions you took.

*Results* - Explain what happened as a result of your efforts.

*Skills* - Describe the skills you used to accomplish what you did.

### Example: Tell us how you've handles a problem with a customer.

*Situation:* An unhappy customer claimed the shipping department sent his shop the wrong parts.

*Adapted from the Government of Alberta, Jobs, Skills Training and Labour*

*Task:* As parts foreman, I had to determine if it was our mistake or the customer's.

*Action:* I assured the customer that I would look into the problem myself. I checked all the details. Sure enough, we'd made the mistake - a typo. The problem was with our parts-numbering system, where similar parts had numbers that were too much alike.

*Results:* I couriered the correct parts to the customer overnight and told him his order was on us. I assured him that we would make changes so that the problem wouldn't happen again. I worked with a team to develop a new numbering system that has cut response time by 15% and reduced errors from an average of 11 to 3 per month.

*Skills:* I used my communication, analytical, and teamwork skills to solve a specific problem for a customer and an overall problem for my company.

### HOW TO PREPARE

- Develop at least 3 STARS descriptions of how you handled situations similar to those you might encounter on the job.
- Limit your examples to situations you handled well.
- If the stories you have prepared do not fit the question, take time to think about your answer. You can't anticipate all of the possible questions, so be ready to think on your feet.
- If you don't have a work-related experience, describe a situation from a volunteer or community experience.
- If you have no relevant experience, describe how you would handle the situation if it were to happen.
- Always be honest. Don't make up an answer. When the interviewer follows up with detailed questions about the situation, you risk exposing your dishonesty.





**IF A JOB SEARCH IS IN YOUR FUTURE**

**SKILL DEVELOPMENT**

There are many agencies that will help you “brush up” on your presentation skills, provide employment and skills training, and may support you in your employment search. Some of these programs are targeted to specific populations, so please read the descriptions before calling.

**Alberta Human Services**

*Career Information Hotline*

Operates a toll-free telephone career information and referral service. Offers advice and referrals about career, education, and employment options in Alberta. .... Phone 780-422-4266  
Toll-free 1-800-661-3753

*Career and Employment Services*

Career and employment information and services can be found at Alberta Works Service Centres and Service Canada offices. Appointments are required so please call first.

**Bissell Centre**

10527 96 Street  
Provides job search assistance, skills enhancements and employment readiness training, and resume help to inner city residents. Offers a casual labour program for adults..... Phone 780-424-4385

**Student Aid Alberta**

Student funding assistance programs are available if you want to pursue full or part-time post-secondary studies. .... Phone 1-855-606-2096

**BGS Career and Corporate Development**

Offers workshops on career planning, job search, resume building, cover letter writing, interviews, and other employment-related topics..... Phone 780-425-6655

**Bredin Centre for Learning**

9th Floor, Harley Court Building  
10045 111 Street  
Offers programs on developing skills for qualified adults. Includes assessment, case management, skills training, and work placement to help find and keep employment..... Phone 780-425-3730

**The Candora Society of Edmonton**

262, Abbottsfield Mall  
3210 118 Avenue  
Offers a job preparation program for women residing in northeast Edmonton who have little to no work experience and low income. Also offers English for Speakers of Other Languages (ESOL). Childcare for pre-school aged children may be available to program participants..... Phone 780-474-5011

**Dickinsfield Amity House**

9213 146 Avenue  
Provides job search assistance, resume help, as well as access to fax, photocopier, and phone. Also offers English as a Second Language (ESL) classes.....Phone 780-478-5022

**Edmonton John Howard Society**

401, 10010 105 Street  
Provides housing and parole supervision to those who are (or may be) in conflict with the law. Offers youth programs and employment preparation, including resume development.....Phone 780-428-7590

**Edmonton Public Schools**

Metro Continuing Education  
8205 90 Avenue  
Provides adult continuing education courses. Includes courses in business and management, high school upgrading, and leisure activities. Offers various English as a Second Language (ESL) courses. .... Phone 780-428-1111  
Toll-free 1-877-202-2003

**Métis Settlements Strategic Training Initiatives Society**

205, 10335 172 Street  
Provides training and education to Métis people who physically reside on a Métis settlement, or members on an authorized leave of absence. Assists individuals with entering, re-entering, or retaining active and meaningful employment. Includes advocacy for individuals with disabilities, employment assistance, job creation, wage subsidy, and youth employment programs..... Phone 780-822-4096



**NorQuest College**  
10215 108 Street

Offers adult courses for academic upgrading, career and business training, Language Instruction for Newcomers to Canada (LINC), job preparation, and building essential literacy skills in order to find and keep gainful employment. Also offers pre-apprenticeship and industry training and employment preparation programs.....Phone 780-644-6000

**Oteenow Employment & Training Society**  
Employment Centre  
300, 14925 111 Avenue

Offers career and employment assistance to unemployed or under-employed First Nations and Inuit community members residing in Edmonton and area. Includes information on the labour market, occupations and training, employment counselling, resume assistance, job search, and interview skills..... Phone 780-444-0911

**PALS - Project Adult Literacy Society**  
41, 9912 106 Street

Provides one-on-one tutoring for adults who want to improve their reading, writing, or math skills. Offers English as a Second Language (ESL) tutoring. ..Phone 780-424-5514

**Rupertsland Institute -  
Métis Centre of Excellence**  
Métis Employment Supports Program  
300, 12308 111 Avenue

Provides required work equipment and/or attire, tuition, and books for short-term training such as safety certifications, and assistance with travelling to a job. Also offers programming for Métis people with disabilities, a youth employment program, and post-secondary schooling support.....Phone 780-423-2237

**Wecan Cooperative for Community and Economic Development**  
240, Abbottsfield Mall  
3210 118 Avenue

Offers an Employment Resource Centre that provides resources and support to individuals looking for employment, career research, and education/training opportunities. Offers help with resume and cover letter writing, job listings, and access to fax machines and computers. .... Phone 780-479-5443

**EMPLOYMENT & SKILL DEVELOPMENT FOR PEOPLE WITH DISABILITIES**

**Arch Enterprises & Training Association of Edmonton**  
3151 97 Street

Offers vocational assessments, employment preparation, and placement for adults with developmental disabilities..... Phone 780-438-4347

**Chrysalis: An Alberta Society for Citizens with Disabilities**  
13325 St. Albert Trail

Offers employment programs for individuals with diverse disabilities. Includes assessments, job placements, supportive employment, life skills and employment preparation, on the job training, and ongoing supports. .... Phone 780-454-9656

**EmployAbilities**  
402, 10909 Jasper Avenue

Offers employment consultation to adults with disabilities. Includes career planning, computer programs (including assistive technology), employment preparation, and work experience opportunities ..... Phone 780-423-4106

**Excel Society**  
Suite 500 - 9707 110 Street

Offers vocational training to adults with physical disabilities, developmental disabilities, and/or mental health issues. Teaches employment readiness skills and helps clients secure work or volunteer placement. .... Phone 780-455-2601 Ext. 221



**IF A JOB SEARCH IS IN YOUR FUTURE**

**EMPLOYMENT & SKILL DEVELOPMENT FOR PEOPLE WITH DISABILITIES** *(continued)*

**Goodwill Industries of Alberta**  
8761 51 Avenue

Offers employment placement supports and community volunteering supports for adults with developmental disabilities. Includes job coaching, resume writing, independent and supported employment, volunteer preparation, job maintenance, and follow up services. .... Phone 780-944-2729

**On Site Placement (OSP)**  
200, 10025 106 Street

Assists adults and youth with disabilities (physical, cognitive, sensory, mental illness) to obtain and maintain employment or further education. Offers temporary work for adults, job placement, pre-employment workshops, workplace training, follow-up, and support. .... Phone/TTY 780-488-8122

**EMPLOYMENT & SKILL DEVELOPMENT FOR NEWCOMERS**

**ASSIST Community Services Centre**  
9649 105A Avenue

Provides programs and services to help Chinese and English-speaking Asian immigrants with integration and settlement. Offers English language instruction and employment-related services. .... Phone 780-429-3111

**ASSIST Community Services Centre (South)**  
Unit 2, 810 Saddleback Road

Offers a range of services to assist new immigrants with settlement and integration, including employment-related services. .... Phone 780-429-3119

**Catholic Social Services**  
Immigration and Settlement – Settlement Counselling Program  
10709 105 Street

Provides settlement and integration services to immigrants, employment training, counselling, and language assessment. Also offers English as a Second Language (ESL) classes. .... Phone 780-424-3545

**Edmonton Mennonite Centre for Newcomers**  
11713 82 Street

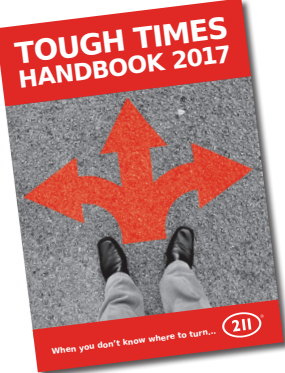
Offers support services to immigrants in English language training, health, employment, career counselling, and job training. .... Phone 780-424-7709

**Welcome Centre for Immigrants**  
200, Tower II, Millbourne Market Mall  
3699 Mill Woods Road

Provides settlement and employment services to immigrants. Programs include employment readiness, employment services, and support for youth of immigrant families. .... Phone 780-462-6924

**Multicultural Women and Seniors Services Association**  
Job Search Skills  
329 Woodvale Road

Provides job search assistance to women who are newcomers to Canada. Includes assistance updating resumes, searching for jobs, and job interview skills. .... Phone 780-465-2992



**TOUGH TIMES HANDBOOK 2017**

Tell us what you think of the 2017 Tough Times Handbook.

*Was it helpful?  
Could it be more helpful?*

Complete our online survey at **edmonton.cmha.ca**.

Your feedback helps us continue to provide a resource that is easy-to-understand and useful to individuals and service providers.

**We appreciate all responses!**

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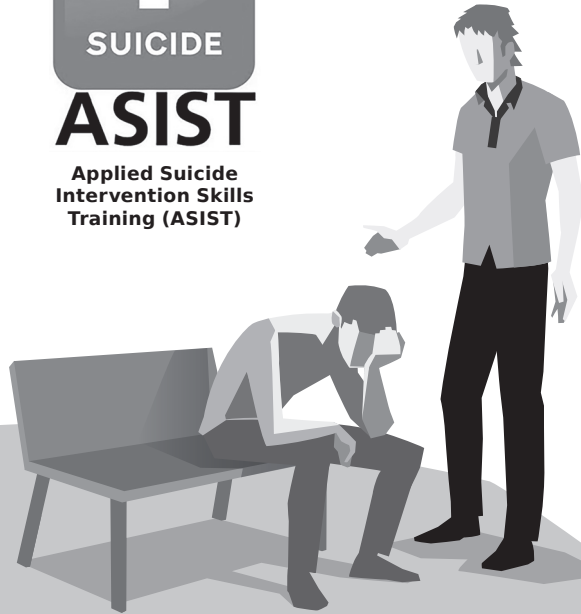






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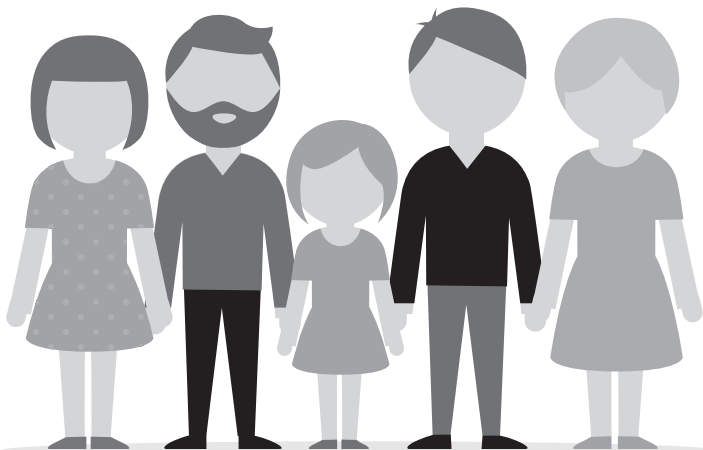
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